



**JOB TITLE:** International Student Services/DSO

**DEPARTMENT:** San Jose

**SUPERVISOR:** PDSO

**FLSA STATUS:** Non-Exempt

**MAJOR PURPOSE:**

William Jessup University, San Jose seeks an individual who reflects a passionate desire to serve international students and can collaborate effectively with our international student team, comprised of the Principal Designated School Official (PDSO), the Director of Corporate Learning, and our international student recruiting team.

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**ESSENTIAL FUNCTIONS:**

**Serve as Designated School Official (DSO) for the San Jose Campus**

- Responsible for advising students on all matters related to their immigration status while studying
- Maintaining accurate SEVIS record
- Assist in keeping the school compliant with state, national, and organizational standards of compliance.

**International Student Ombudsperson for San Jose Campus**

- Maintain open lines of communication with all international students in San Jose to facilitate high levels of student satisfaction concerning their experience at WJU.
- Assist with maintaining up to date student accounts.

**Internship Coordinator**

- Oversee the internship paperwork related to having students in qualifying academic internships
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**QUALIFICATIONS:**

**Education/Certifications:**

Bachelor Degree required.

**Required Knowledge:**

- 3 years administrative experience. A balanced history within higher education and industry is

preferred.

- 2 years of experience in student services within a higher education environment strongly preferred or similar experience in customer service.
- Due to Homeland Security restrictions, must be either a U.S. citizen or a lawful permanent resident of the United States.
- WJU is willing to train the individual with the right overall qualifications and work ethic in the SEVIS rules/regulations.

**Skills/Abilities:**

- Commitment to work in a Christian liberal arts institution
- Strong interpersonal communication skills including the ability to effectively and professionally engage people with empathy and tact. Must be comfortable with high levels of inbound/outbound calls, in-person interactions and emails with students.
- Ability to build rapport with a variety of constituents.
- Attention to detail and successful organizational skills.
- Problem-solving skills, dependable, cooperative, multitasking, responsible, and patient.
- Computer proficiency.
- Ability to maintain confidentiality.
- Ability to work a flexible schedule and occasional weekends and evenings are required.
- Sensitivity to the needs of a diverse student population, including minority and international students.

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**ENVIRONMENT:**

The employee agrees to promote the values and mission of WJU as a private Christ-centered University and live a life consistent with biblical principles. The employee shall conduct himself/herself in a manner consistent with the Community Covenant and Statement of Faith. Additionally, the employee may play a formative role in the spiritual lives of students in a manner consistent with the Community Covenant and Statement of Faith. This may include leading devotions and/or spiritual formation groups and seeking other opportunities consistent with a biblical spiritual formation role.

**WORKING CONDITIONS:**

The employee is regularly in a typical, air-conditioned office environment with adequate light; moderate noise levels; and tile, concrete, and carpeted floors. There are no hazardous or significantly unpleasant conditions.

**PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION:**

While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to handle files, computers, and phones; reach with hands and arms;

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stoop, crouch and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fingers. The employee will occasionally lift and/or move up to 40 pounds. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The above statements and job description are intended to describe the nature and level of work being performed within this job. They are not intended to be an exhaustive list of all responsibilities, duties, and tasks. Other similar or additional duties are to be performed or assigned. Job descriptions are not intended as and do not create employment contracts. William Jessup University maintains its status as an at-will employer. Employees may be terminated for any reason not prohibited by law.

I acknowledge I have reviewed the content of this job description and understand that to perform this job successfully, I must be able to perform the essential duties with or without accommodation. If I am requesting any reasonable accommodations in order to perform my job, I must immediately inform my supervisor or Human Resources.

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Employee Signature

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Date