

Global Services Specialist (Spanish Speaking) Tompkins County

Department: Tompkins Cortland Community College

Classification: Competitive

Labor Grade: TC3 Grade of I

Approved: TC3 Board Action

By: AG, Commissioner of Personnel

MINIMUM QUALIFICATIONS: EITHER:

(a) Graduation from a regionally accredited or New York State registered two year college with an associates degree in office technology or a closely related field **AND** two years of office clerical experience **AND** fluency in Spanish; **OR**

(b) Graduation from high school or possession of a high school equivalency diploma **AND** four years of office clerical experience **AND** fluency in Spanish; **OR**

(c) Any combination of training and experience equal to or greater than that specified in (a) and (b) above.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENT: The candidate must demonstrate, to the satisfaction of the Global Initiatives Office of the Tompkins-Cortland Community College, the ability to read, write, understand, interpret and reverse interpret Spanish as spoken in the Caribbean.

DISTINGUISHING FEATURES OF THE CLASS:

An employee in this class is responsible for independently performing complex clerical operations within the Global Initiatives Office. The employee provides information and assistance to current and prospective international students regarding procedures and communications related to enrollment, including application processing, diagnostic language testing, visa processing and submission, and insurance compliance. Serves as the Alternative Responsible Officer (ARO) for the J-1 visa program and maintains Student and Exchange Visitor Information System (SEVIS) records in full compliance with J-1 regulations. The work calls for frequent exercise of independent judgment in giving out information regarding College policies and practices, and in planning the routine of the Global Initiatives Office. Employees in this class work under general supervision, receiving detailed instructions only when policies have not been determined. Only unusually important or complicated assignments are checked in detail upon completion. Employees in this class may exercise immediate supervision over the work of clerical assistants and student workers. The incumbent works at the College's main campus and performs all related duties as required.

TYPICAL WORK ACTIVITIES:

- Assists current and prospective international students regarding procedures and communications related to enrollment, including application processing, diagnostic language testing, and visa processing and submission;
- As an ARO, responsible for maintaining change of status for initial and active exchange visitor records in SEVIS;
- Maintains contacts with areas of the College related to the functions of the Global Initiatives Office, screening materials submitted for compliance with procedures and policies, scheduling appointments, answering a variety of inquiries by telephone, email, and in person, and by preparing answers to correspondence under their own signatures;
- Communicates regularly with international partner school representatives and students as related to appropriate follow-up, problem solving, and process completion in a timely fashion;
- Creates, reviews, and submits all related application materials for student academic exchange-related visas;
- Assists in the dissemination of course schedule information and the registration of international program students;
- Collects information to be used as a basis for reports and memoranda, and may prepare summaries and reports of various phases of the Office's activities;
- Performs routine verification and correction of data entry;
- Receives and reads all mail and email addressed to the Global Initiatives Office; personally answering many letters, and screening and referring appropriate mail with background materials to related departments for action;
- Keeps complex records of activities and directs the operation of the file system of the Global Initiatives Office (both manual and computerized);
- Assigns work to student workers, furnishes guidance while work is in progress and reviews finished work on completion;

- Contacts international students who are not attending classes, are on the stop list, have not registered, or other similar matters;
- Refers students to faculty advisors, career and transfer counselors, financial aid counselors, or other appropriate College staff when assistance is needed beyond what the Global Initiatives Office staff can provide;
- Advises the Director of Global Operations regarding needed changes to make the general office processes more effective and efficient;
- Operates an alphanumeric keyboard to perform data entry, complete form letters, address envelopes, and maintain both visa and insurance application database systems;
- Keeps track of all relevant deadlines with respect to scheduling and programming activities;
- Maintains timely communication and excellent relationships with international partner schools and Disney staff.

THE GLOBAL SERVICES SPECIALIST MAY ALSO:

- Respond to inquiries from international students and partner institutions who have expressed an interest in the College.
- Coordinate events designed to inform prospective students and the public about the College.
- Follow up with students who have been accepted to the College, but have not yet enrolled.
- Schedule appointments for diagnostic language testing for entering international students.
- Track students' progress toward meeting their degree requirements using their designed academic plan.
- Receive requests for student transcripts.
- Answer complex questions regarding the status of student accounts.
- Register and assist international students with the processing of drop/add and withdrawal requests.
- Provide assistance and training to international students in the use of various College on-line services.
- Process information obtained via on-line services regarding updates and changes in international student records.
- Plans and supervises the collection, tabulation and analysis of statistical and financial data;
- Coordinates and supervises the maintenance of financial, payroll, personnel and attendance records;
- Assists in the requisition, purchase, receipt and inventory of supplies and equipment and maintains inventory records;
- Secures budget estimates from departmental staff and assists in preparation of preliminary budget requests;
- Supervises the preparation of records and reports;
- Reviews incoming mail and answers general correspondence;
- Participates in professional conference and training programs;
- Monitors expenditures to maintain budgetary control;
- Initiates contacts with international partner schools to assist in solving mutual problems and to develop improved services and public relations;

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of general office terminology, procedures and equipment
- Strong knowledge of current principles and practices of business administration of international partner schools
- Strong knowledge of records management systems and databases;
- Thorough knowledge of business arithmetic and English
- Fluency in Spanish
- Good knowledge of laws, regulations, policies and procedures of the College
- Ability to handle routine administrative details independently
- Ability to plan and supervise the work of student clerical staff
- Ability to understand and carry out complex oral and written instructions;
- Ability to establish and maintain effective working relationships with students, College personnel and other governmental and private agencies
- Ability to deal diplomatically with the public
- Integrity and good judgment
- Ability to perform close detail work involving considerable visual effort and strain
- Tact and courtesy
- The employee's physical and mental condition shall be commensurate with the demands of the position.

MENTAL, PHYSICAL, AND ENVIRONMENTAL DEMANDS:

The psychological demands of this job are moderate and consist of the usual unpredictable fluctuations in work volume, frequent interruptions, regular changes in work priority and occasional rush orders and/or conflicting deadlines. Risk of job-related injury or illness is minimal. The employee must be able to sit for extended periods of time within a standard work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The employee must possess the physical ability to manipulate a computer keyboard and other types of office

equipment. These fine motor skills include adequate hand/eye coordination and the full use of fingers, hands and arms sufficient to perform the essential functions of this job. Visual effort is moderate. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen. The ability to hear clearly is essential to the satisfactory performance of the essential functions of this position. The employee must be able to understand and carry out oral instructions and to converse, communicate and interpret (most often over the telephone) from Spanish to English and vice versa. Environmental factors include the ability to work cooperatively in close physical proximity to others. The employee may occasionally be required to work alone. Almost all work is performed indoors in a temperature controlled environment, so excessive heat, cold, humidity, noise, dust, etc., are not significant factors.

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