

University of Houston – Clear Lake

Position Description

Job Title: **Coordinator, Intercultural and International Student Services**

Job Code: **3574**

Pay Grade: **030**

FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Masters degree in college student development, higher education administration or management or related field.	
Experience	Experience and demonstrated knowledge of student development and student success theory and application, and of multicultural and diversity programs, knowledge of international issues and cultures, and understanding life experiences of a diverse, multi-ethnic and multi-cultural student population. Knowledge of event planning, implementation and evaluation.	Three or more years continuous experience in training and development programs, event planning, implementation and evaluation. Experience working with a diverse, multi-ethnic student population in a university setting. Bilingual skills (Spanish/English).
License/Certification		

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

The Coordinator for Educational Programming & Outreach in the Office of Intercultural & International Student Services is responsible for the development, coordination and implementation of programs for underrepresented, first generation and international students. The coordinator provides leadership in campus efforts on diversity issues, the intersections of ethnicity, race, class, gender and other areas of diversity. The coordinator will manage and lead programs and initiatives to impact student success; provides advising, advocacy, support and resources to students; consults with faculty, staff and the community. The Coordinator will provide programmatic and educational leadership on a wide range of issues affecting students in assigned populations and to educate the university community through educational and support programs. The Coordinator collaborates with Assistant Dean and Assistant Director to address a wide range of issues affecting students in assigned populations through educational and support programs. Administrative duties include managing and facilitating functional area of educational programming, outreach, transition and student success programs including marketing, advising, program development, and budget management; responsible for assessment of support programs and mentoring initiatives and learning outcomes; handles customer and student complaints and issues, and makes referrals to Assistant Dean or Assistant Director. Duties include recruitment of students as participants and faculty and staff as mentors. The Coordinator is responsible for developing, implementing and assessing cultural awareness and diversity programs and orientation. The Coordinator works with the Assistant Dean and Assistant Director for the continued development of a culturally diverse, multi-ethnic and multi-cultural student population. The Coordinator works closely with student services division, faculty, staff and external community to coordinate services for first generation, ethnically diverse and international students.

Duties and responsibilities

% Time

Administrative - Duties include development and management of programming, student success and mentoring programs. Responsible for advising, program development, research, grant writing	30
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<p>and budget management. Develop programs to assist assigned populations in achieving their full potential as UHCL students by providing services that meet their educational, professional, and personal development. Duties include development of tools to market and promote educational and success programs; scheduling of workshops and facilities, recruitment of volunteers, developing materials and instruments; identify and pursue external funding sources to promote and implement programs and activities.</p>	
<p>Programming/Advising - Develop educational, academic success, outreach and support programs for first generation, ethnically diverse and international students. Coordinate, facilitate and manage Total Success Plus mentoring program. Duties include recruitment of students as participants and faculty and staff as mentors. Responsible for matching students with faculty and staff and coordinate training of mentors. Coordinate and manage Strictly Speaking Program, solicit and match domestic students with international students to facilitate English enhancement opportunities. Develop, implement, and evaluate programs including, but not limited to Black History Month, Hispanic Heritage Month, International Education Week, New International Student Orientation, and a wide variety of cultural programs and cross cultural diversity training programs. Advise students on personal, social and academic issues; assists ethnically diverse and international students with pre-arrival needs and adjustments to campus and community, assists and advises student organizations' programming. Coordinate and manage educational programs; coordinate and facilitate office drop-in hours; assist student groups and organizations with conflict resolution, educational programming initiatives, resources; coordinate outreach efforts, assist with on-going department assessments and development of programs/services; assist in development of tools to market educational programs.</p>	30
<p>Assessment -Assess needs and interests of a diverse, multi-ethnic and international student population at UHCL. Assess campus climate regarding diversity and multicultural issues. Develop, implement and assess educational and cultural programs to improve campus climate. The Coordinator is responsible for implementing and assessing academic support programs and mentoring initiatives. Assist with on-going assessment and development of programs and services. Responsible for assessment of educational programming & outreach services and programs regarding success, learning outcomes and retention. Assess needs and interest of first generation, underrepresented and international students. Identify and coordinate campus and community resources for student success.</p>	15
<p>Advocacy/Outreach - Serve as an advocate for first generation, underrepresented and international students. Provide leadership in campus efforts on a wide range of students' issues. Serve as a catalyst for change to enhance coalition building and pluralism with regard to the student body and the UHCL campus community. Promote coordination and communication between campus and community groups and organizations. Assists the Assistant Dean and Assistant Director as needed in consulting with faculty and staff regarding student needs and concerns, providing educational programs to increase intercultural, international and diversity related awareness and understanding. Mediating with faculty and staff to resolve student issues. The Coordinator collaborates and works with the Assistant Dean and Assistant Director for the continued development of a culturally diverse, multi-ethnic and multi-cultural student population.</p>	15
<p>Office programs/supervision - Assists the Assistant Dean and Assistant Director with general programming and activities of the IISS Office as needed; informal supervision of student ambassadors, advising student programming committee, and handle customer and student complaints and issues. Assists in managing the office, preparing reports, conducting assessments and evaluation projects and preparing publications for the university. Performs other duties as assigned by the Assistant Dean and Assistant Director in support of the group and objectives of the office and the Student Services Division.</p>	10

This position description describes the general qualifications, duties and responsibilities of work being performed.