

# Job Description

Position	Department	Supervisor	FTE	FLSA Class
Administrative Specialist	Institute for Global Studies	Director, Institute for Global Studies	Staff	Non-exempt

**Scope of Responsibilities:** Provide administrative support for the Institute for Global Studies (IGS), including the Independent Cross-Cultural Field Experience, Study Abroad and Exchange programs, International Student programming, and the Global Living-Learning Community.

## Essential Responsibilities:

### A. Staff the front desk of the Institute for Global Studies offices in Encompass

1. Knowledgeably answer questions regarding all IGS programs when handling many daily visitors, emails, and phone calls.
2. Perform daily reception desk tasks, including receiving and sending mail and packages, scanning passports, and distributing forms.
3. As needed, schedule meetings between students and the Program Coordinator or Director using Google Calendar.
4. Process approximately 425 Go Encounter applications and 30 study abroad applications each year, accurately inputting applicant information in spreadsheets, filing recommendations, and sending response emails to applicants.
5. Contact students with incomplete applications or checklists, including missing deposits, late recommendations, missing nurse visit forms, etc.
6. After each semester, request the required CCFE assignment from Study Abroad students, grade the assignment with a rubric, and file them in our records.
7. Process 120-140 contributions for Go Encounter participants, accurately record contributions in the spreadsheet, and answer questions regarding donations.
8. Assist in tracking 65-70 students in HUM 2040, the independent CCFE, each year, including answering questions, processing applications, tracking students' assignment completion in the database, and contacting students who have overdue assignments.
9. Complete a yearly review of syllabi (HUM 2010, HUM 2030, and HUM 2040) and update them as needed for the new academic year; file with the dean's office.
10. Create the schedule for front desk workers (including 3-4 student workers).
11. Assist in the hiring of new student workers and support student worker training.
12. Develop the IGS social media presence by creating content for our existing Instagram and/or new social media accounts.
13. Complete other office tasks as needed, including communicating with Physical Plant, OIT, or other offices; ordering office supplies; shredding documents, etc.

### B. Administer Cultural Transitions (HUM 2030), the CCFE pathway for International and Third-Culture students

1. Understand the HUM 2030 syllabus and guidelines, and communicate requirements for completing this cross-cultural course to all international students with questions.
2. Track over 60 students progressing through Cultural Transitions, including receiving and logging attendance reports, sending emails regarding students' progress, receiving and checking assignments, and requesting revisions if needed.
3. Research activities and events that may be eligible for credit for internationals for proactive communication of CCFE credit opportunities

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4. Send weekly communications to students regarding credit opportunities for the coming week and assignments that must be completed in conjunction.
5. Liaise with MuKappa leaders monthly for updates on their programming and opportunities for collaboration.
6. Provide support for the IGS director planning and implementing the International Student Plenary in August.

**C. Provide administrative support for the Go Encounter program (HUM 2010)**

1. Verify that all leaders schedule the required three pre-departure meetings and collect attendance reports from each meeting.
2. Complete an initial review of makeup assignments for students who miss Go Encounter pre-departure meetings.
3. In January, March, and August, review a sample set of Go Encounter CCFE assignments to identify gaps in understanding.
4. Request and file itineraries from leaders at least 1 month before departure.
5. Complete preliminary itinerary reviews with recommendations for changes.
6. Process international wire payments.
7. Submit requests for leader stipends.

**D. Provide administrative support for Go Study and Go Exchange programs**

1. Process international payments, ensuring accuracy of all details.
2. Process student payments and ensure all necessary signatures are collected before submitting the payment.
3. Complete pre-departure briefings in fall and spring with 20-30 students per year.
4. As needed, participate in study abroad debriefing sessions in fall and spring.
5. Help lead study abroad informational meetings, about once a semester.

**E. Serve as an additional Designated School Official**

1. Become a registered Designated School Official (DSO).
2. Assist with timely and complete record keeping and reporting to the U.S. Department of Homeland Security.
3. Register students in SEVIS at the beginning of each semester.
4. Print & sign I-20 forms for international students at the beginning of each semester.
5. Contact students (and, as needed, coaches) to ensure pick-up of I-20 forms.
6. Meet with SEVP representative as requested.

**Secondary Responsibilities:**

- Provide support for the Global Living-Learning Community, including planning, assessment, and research for improvement, and support for implementation of changes
- Provide support for IGS programming during Welcome Weekend
- Provide occasional support for the Modern Languages program, such as entering grades, proctoring quizzes, advertising club activities, etc.

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## Supervisory Responsibilities:

No

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## Performance Areas:

### A. Job Effectiveness (Competence)

1. Knowledge: Demonstrates job knowledge, understands how his/her work relates to the department and organization. Possess knowledge of all tools, equipment and resources most useful to the position.
2. Organization: Plans and organizes work, demonstrates dependability and good attendance, makes effective decisions, effective problem solving/demonstrates good judgment, handles multiple tasks simultaneously.
3. Results: Achieves needed results, takes responsibility, and communicates adequately and effectively.

### B. People Matter (Character)

1. Interpersonal Skills: Shows respect for others, actively builds trust, demonstrates honesty/fairness. Maintains appropriate levels of confidentiality. Gives credit to others, routinely expresses positive feedback and gratitude, understands others' perspectives, supports diversity and understands related issues.
2. Teamwork/ Conflict Resolution: Actively applies teamwork principles, supports the goals of others. Keeps short accounts, seeks productive means for resolving conflicts, shows loyalty to those not present, and avoids backbiting and gossip.

### C. Organizational Success (Service)

1. Customer & Organizational Orientation: Makes student needs a priority, treats students with respect, and displays mission-mindedness. Shows support and respect for the institution, management, policies and procedures, and the community lifestyle statement.
  2. Continuous Learning: Actively develops job related knowledge & skills and increases knowledge about the organization, flexible/adaptable to change, demonstrates creativity/innovation in work.
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## Job Requirements:

1. **General**: Individuals must possess the knowledge, skills, and abilities listed or be able to explain and demonstrate that they can perform the essential responsibilities of the job, with or without reasonable accommodations in order to safely perform the essential responsibilities of the job.

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- B. Physical:** Must be able to perform the following: talking, hearing, and seeing. Must have sufficient manual dexterity to be able to operate all office equipment including, but not limited to: computers, fax machines, copy machines, modems, and telephones.
- C. Mental:** Must be able to reason, analyze, prioritize, conceptualize, make judgements, and solve problems.

**Qualifications:**

- A. Minimum:**
  1. Bachelor’s in cultural studies, modern language, or related field
  2. Mastery of Google Suite and learning management systems (Canvas preferred)
  3. Experience teaching at a College or University
  4. Strong communication skills, especially with people from different backgrounds
  5. Christian faith, commitment to Christian liberal arts education, and volunteer service experience
- B. Preferred:**
  1. Master’s in cultural studies, modern language, or related field
  2. Background in Christian higher education
  3. Experience living or studying overseas

Employee Signature	Date
Supervisor Signature	Date
Director of Human Resources	Date