

Position Description

Job Title: Assistant Director

Reports to: Director of FFPD

Division: D327: North East Student Services Division

Department: Student Exchanges

Purpose of Position: Oversees supervision and monitoring services to Fulbright grantees attending academic institutions in the Northeast region of the U.S., and Fulbright grantees from Pakistan and other special Fulbright programs. Implements procedures to ensure that sponsor contracts, immigration policy and academic requirements are fulfilled and that grantee problems are resolved effectively. Maintains effective working relations with personnel at universities in the region and national international education organizations. Works with Fulbright management staff on the implementation of policy as it affects individual student cases.

Responsibilities:

- Supervise staff in Student Services Unit providing first line services to approximately 1,400 Fulbright and sponsored students in the Northeast region of the US. Schedule year round workload, including grantee caseloads and other personnel matters. Evaluate staff performance and services provided by SSU to the sponsor and program office.
- Recruit, select and train professional staff on procedures for all aspects of student services, including monitoring grantee academic and personal progress, ensuring compliance with immigration and sponsor regulations, preparing reports and presentations of grantee-related policy issues to sponsors and management staff, and support for grantees in pursuing professional and cultural enrichment.
- Provide supervision services to a small caseload of students.
- Serves as Alternate Responsible Officer for exchange visitor programs #: **G 1-00001** with responsibilities as defined in the Code of Federal Regulations. Must possess a comprehensive knowledge and thorough understanding of exchange visitor regulations and, based on such knowledge and understanding, be able to interpret the regulations in order to advise and assist exchange visitors. Responsibilities include the following:

- Review applications for exchange visitor sponsorship for compliance with the regulatory categories of participant eligibility
 - Review accuracy of SEVIS data entry by program staff and determine adequacy of back-up documentation
 - Manage IIE's SEVIS web application and approve or close events in a timely fashion
 - Monitor the flow of exchange visitor data for "incompletes" and "denials"
 - analyze data when errors occur
 - report SEVIS application errors and identify problem situations to SEVIS Issues and the SEVIS Help Desk, as appropriate
 - report all cancelled forms and transfer in exchange visitors immediately to SEVIS Issues
 - Monitor the exchange visitor program lists and alerts in Real Time Interactive and keep staff informed of various matters, including, but not limited, to the following:
 - when exchange visitors have entered the U.S.
 - when exchange visitors are within 30 days of their SEVIS start date
 - when exchange visitors are within 60 days of their SEVIS program end date
 - when J-2 dependents are nearing their 21st birthday
 - when the allotment of forms is running low
 - Train all new staff in the program units to use the SEVIS module and the IIE SEVIS web application
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- Serve as a resource on immigration requirements and regulations for program management and supervision staff in other offices if required.
 - Work with national supervision management team and take leading role liaising with program officers, regional office staff and senior management in resolving crisis and unusual situations involving grantees in the U.S. Serve as point-of-contact for sponsors on critical grantee management issues and supervision services in high-profile programs.
 - Maintain excellent relations with universities and colleges in the Northeast hosting IIE-sponsored students and understand organizational structures of institutions and their foreign student support services. Maintain relationships with national and regional organizations involved in international student exchange.
 - Oversee staff travel and assist FFPD Director with administrative budget for unit.
 - Work closely with EPD Director on the planning and delivery of the annual New York enrichment seminar and New York Gateway Orientation.
 - Supervise the cultural events desk and support the development of enrichment

programs in coordination with One to World in the New York region for New York area grantees.

- Assume additional duties as assigned by Director, e.g. speaking to various groups, attending Director's meeting in Director's absence, etc.

Qualifications: Education/Experience/Skills:

- Master's degree
- 7 years of progressively responsible administrative experience
- Management experience in staff supervision and training
- Strong understanding of J-1 regulations and SEVIS compliance issues
- Ability to work effectively with management staff inside and outside of IIE
- Good judgment and initiative
- Excellent ability to negotiate
- Strong communication and analytical skills
- Ability to work independently but consult on critical issues
- Excellent interpersonal skills and cross-cultural sensitivity
- Thorough knowledge of U.S. higher education system and international education
- Ability to work under considerable pressure to meet deadlines.

Decision Making: The decisions of the Assistant Director are critical as they bear directly on the programs, grantees and relation with the sponsor. While general guidelines exist with regard to procedures, sound judgment must constantly be exercised on behalf of individual grantees. Consults with and informs Director of FFPD on critical program issues.

Supervision Exercised: Direct reports include: 9 program officers, 4 administrative staff, seasonal support staff and cultural events desk volunteers and interns. Staff are based both in the NY and Washington DC offices.

Supervision Received: Reports to the Director of the Foreign Fulbright Programs Division. Should consult on matters regarding policy, or when unusual or serious problems occur.

The Institute of International Education is an Equal Opportunity Employer.

No telephone inquiries, please. If interested in applying, please send resume and cover letter to HR-NY@iie.org or fax to (212) 984-5528. Please indicate your salary requirements with your resume.