

Job Description

https://cmsshr.sfsu.edu/psc/HSFPRDF/EMPLOYEE/HRMS/c/HRS_HRAM.HRS_CE.GBL?&

Job Title: Manager, Global Engagement (Administrative Analyst/Specialist,

Job ID: Exempt III) - College of Extended Learning
9951

Location: On Campus

Full/Part Time:

Regular/Temporary:

Full-
Time
Regula
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Working Title

Manager, Global Engagement

SF State University

San Francisco State is an Equal Opportunity Employer and does not discriminate against persons on the basis of race, religion, color, ancestry, age, disability, genetic information, gender, gender identity, gender expression, marital status, medical condition, National origin, sex, sexual orientation, covered veteran status, or any other protected status. Reasonable accommodations will be provided for qualified applicants with disabilities who self-disclose by contacting the Senior Human Resources Manager.

San Francisco State is a 100% Smoke/Vapor-Free Campus. Smoking or Vaping of any tobacco/plant-based substance is not permitted on any University properties.

The person holding this position may be considered a "mandated reporter" under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

This position may be a "designated position" in the California State University's Conflict of Interest Code. The successful candidate accepting this position may be required to file Conflict of Interest forms subject to the regulations of the Fair Political Practices Commission.

Department*

College of Extended Learning (CEL), Global Programs Institute

<https://cel.sfsu.edu/>

Appointment Type*

This is a one year probationary position.

Time Base*

Full-Time (1.0)

Work Schedule*

Monday to Friday; 8:00 a.m. to 5:00 p.m.

Anticipated Hiring Range*

\$6,736.00 - \$7,484.00 per month (\$80,832.00 - \$89,808 annually)

Salary is commensurate with experience.

Position Summary*

The Global Engagement Manager oversees the daily operations of a growing portfolio of non-degree programs for international students. Current programs include English for Academic Preparation, Conditional Eligibility, Academic and Professional Certificates, Semester@, and short-term programs. The Global Engagement Manager is responsible for general management and daily operations of programs. Responsibilities include oversight of program financials, curriculum, enrollment management, marketing, staff, teacher and faculty hiring, and student services. The Global Engagement Manager will represent the Global Engagement both internally and externally (possibly internationally).

The Global Engagement Manager reports to the Director, Global Engagement of the College of Extended Learning. While The Global Engagement Manager will work within established policies and guidelines, the job requires a person with good judgment and the ability to make sound decisions in dealing with program policies, assist budget decisions, communications, teacher and staff training, and curriculum development. The Global Engagement Manager needs to have a high level of critical thinking skills and the ability to solve complex and at times sensitive issues independently.

The Global Engagement Manager oversees a team of staff members and part-time English language teachers. The Global Engagement Manager may also liaise with or oversee faculty and staff working on custom or short-term programs.

Position Information

General Management

- Assist with financial reporting, including assistance with annual program budgets, monitoring revenues, adjusting expenses, payments to faculty, and agents
- Develop and monitor program policies and procedures
- Oversee full-time staff including academic and admissions coordinators and student services and operations staff
- Oversee hiring of faculty, English teachers, interns, and student assistants
- Chair weekly staff meetings

- Work with academic coordinator to schedule classrooms and teaching assignments
- Oversee learning assessment of students
- Support development and review of curriculum on a regular basis
- Oversee English teacher workshops
- Oversee orientation and commencement event
- Ensure compliance with federal regulations; Interface with DHS, USIA, DOS, and other governmental agencies
- Represent CEL at campus wide international meetings and on committees related to admissions and enrollment, SEVIS, new international program development
- Work with risk management to ensure compliance
- Work with campus partners on protocols related to MMR and insurance
- Work with Title IX coordinator to ensure compliance
- Regularly update ALI/EAP student handbook
- Oversee development of student handbook for all GLOBAL ENGAGEMENT programs

Represent the Global Engagement internally and externally

- Coordinate with MATESOL faculty on English Teacher internship program
- Attend SFSU international enrollment meetings and work with undergraduate and graduate admissions and the Office of International Programs on university wide enrollment management strategies
- Liaise with faculty and administrators from colleges throughout San Francisco State on programmatic and student issues
- Liaise with faculty and colleges to ensure students attending SFSU classes through OpenU get the support needed
- Liaise with support units on campus to ensure students receive appropriate services (Student Health Center, Counseling and Psychological Services, Mashouf Wellness Center, Disability Programs and Resource center, Career Services, etc.)
- Liaise with on and off campus housing providers
- Liaise with university partners and program sponsors on contracts, program development, students issues, etc.
- Represent GLOBAL ENGAGEMENT in relevant professional networks

Support for New Program Development

- Work with advising team to:
 - Research appropriate visa categories for programs of different lengths and modalities
 - Propose I-17 updates as needed
 - Develop advising procedures for new programs
 - Add new programs to CEL program guide to ensure compliance with SEVIS
 - Work with admissions coordinator to develop applications and admissions protocols

Student Advising

- Act as a P/DSO overseeing and backing up the advising staff
- Act as a resource and support advising staff to mitigate any crisis or complex student

issues

- Assist advising team to counsel certificate and Semester@ students through course selection
 - Review course preferences, pre-requisites, space availability and advise students
 - Review applicants transcripts and make recommendations on appropriate courses
- Oversee development of a robust student activities program
- Counsel any CEL international students on relevant topics
- Keep abreast of trends in the field of international student advising through participation on list serves and attending professional development

Oversight of English Teacher Internship Program

- Work with Academic Coordinator to manage the English Teacher Internship Program
 - Recruit English teacher interns from current MATESOL program
 - Review and revise English Teacher internship program as needed
 - Administer application and interview process
 - Set up intern match-ups, meetings, and seminars each session
 - Supervise student interns
- Other duties as assigned

Minimum Qualifications*

- General knowledge and skills in the applicable administrative and/or program field with a foundation knowledge of public administration principles, practices, and methods normally obtained through a bachelor's degree and/or equivalent training and administrative work experience involving study, analysis, and/or evaluation leading to the development or improvement of administrative policies, procedures, practices, or programs.
- Extensive and in-depth knowledge of and ability to apply expertise in the advanced theories, principles, methods and practices associated with the functional specialty, program, and/or organizational unit, including applicable internal policies and procedures and pertinent laws and regulations. Laws and regulations are highly complex and require substantial judgment and discretion in interpreting and applying them to the specialty or program area. Incumbents at this level often have certification in a specialty area.
- Substantial and broad knowledge of public and private entities including their organizational and operating structures, internal systems, and functional areas, as well as the impact of critical external entities on an organization. Ability to integrate and apply this knowledge to anticipate problems and assess the impact of proposed solutions on various organizational areas.
- Extensive and in-depth knowledge in project management including research and analytical methodologies.
- Ability to interpret and integrate complex data and information to formulate appropriate courses of action which have broad and far reaching impact.
- Ability to understand and analyze complex problems from a future-oriented and broad interactive perspective and readily develop proactive solutions that integrate strategic goals into tactical operations.

- Ability to effectively use applicable information systems and applications in analysis, research, and reporting activities and projects.
- Ability to effectively communicate with and influence high-level and diverse contacts inside and outside of the CSU system.
- Ability to effectively use all communication methods and formats and to use expertise, as well as persuasion and negotiation skills, to build consensus to achieve short- and long-term goals and objectives.

Preferred Qualifications

- Master's degree in Education (TESOL, Higher Education Administration, International Education, Student Affairs, etc.), counseling, or a related field
- Experience managing non-degree programs in a self-financing environment
- Experience managing an Intensive English Program
- Experience in planning classes and curriculum for higher extended education programs including developing resources, budgets, marketing plans and liaison with the community
- Experience in classroom teaching, developing curricula, planning and administering continuing education programs for international students.
- Ability to interpret and apply university, program, and immigration rules and regulations
- Experience working in a collective bargaining environment.
- Knowledge of California State University and University policies and procedures, including personnel management and self-support budget process.
- Comprehensive knowledge of and experience with international students' linguistic, academic, and cultural needs
- Ability to effectively supervise the work of others
- Ability to advise students individually and In groups on routine matters where required
- Ability to gather and analyze data
- Strong organizational and program planning skills
- Excellent analytical and problem-solving skills; analyze complex situations accurately and adopt an effective course of action
- Ability to reason logically, draw conclusions, and make appropriate recommendations
- Strong interpersonal skills with fluency In English
- Ability to speak Mandarin, Japanese, Korean, Spanish, Arabic or other language.
- Demonstrated involvement in relevant professional associations (NAFSA, BAPIER, etc)

Core Competencies - embody the following competencies:

- Bias toward collaboration and teamwork.
- Effective communication skills.
- Customer/Client Focus with an emphasis in problem solving and resolution.
- Personal effectiveness and credibility as demonstrated by interpersonal and professional confidence.

- Diversity and inclusion.

Environmental/Physical/Special

This position is located on San Francisco State University's main campus at 1600 Holloway Ave in the Humanities Building with occasional work at the Downtown Campus. Schedule to be determined by the Director, International Language and Professional Programs. Ability to work occasional evening and weekend hours will be required.

Pre-Employment Requirements

This position requires the successful completion of a background check.

Benefits

Threaded through our Total Compensation package is a commitment to Bridging Life's Transitions. SF State is committed to providing our employees with a comprehensive program that rewards efforts that are appreciated by your colleagues, students and the customers we serve.

We offer a competitive compensation package that includes Medical, Dental, Vision, Pension, 401k, Healthcare Savings Account, Life Insurance, Disability Insurance, Vacation and Sick Leave as well as State Holidays and a dynamic Fee Waiver program, all geared towards the University's commitment to attract, motivate and retain our employees.

CSUEU Position

Eligible and qualified on-campus applicants, currently in bargaining units 2, 5, 7, and 9 are given hiring preference.

How To Apply

****THE ONLINE RECRUITMENT SYSTEM WILL ALLOW ONLY ONE FILE ATTACHMENT FOR EACH SUBMISSION****

Submit an online application and upload in one file attachment your resume and cover letter, describing your specific qualifications for each position. The online recruitment system will allow one file attachment for each submission.

SF STATE IS NOT A SPONSORING AGENCY FOR STAFF OR MANAGEMENT POSITIONS. (i.e. H1-B VISAS).

The Human Resources office is open Mondays through Fridays from 8 a.m. to 5 p.m., and can be reached at (415) 338-1872.

Application Deadline

Open Until Filled.

Review of applications to begin September 28, 2018.

Please note that this position, position requirements, application deadline and/or any other component of this position is subject to change or cancellation at any time.