



12/02/09

**POSITION ANNOUNCEMENT**

**#603**

**POSITION TITLE:** INTERNATIONAL PROGRAM COORDINATOR

**DEPARTMENT:** UNIVERSITY EXTENDED EDUCATION  
INTERNATIONAL OUTREACH

**HOURS:** Monday through Friday, 40 hours per week. Ability to work a flexible schedule when needed, including evening and weekend hours.

**STARTING SALARY:** \$34,000 - \$42,000

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**Position Summary:**

The incumbent provides support for international programs in University Extended Education (UEE) at Cal State Fullerton. As a member of a team dedicated to enhancing the university's global image, the incumbent contributes to the communications and customer service provided to international students and agents for all UEE international programs including the American Language Program (ALP), University Semester Abroad (USA), and International Programs-Asia.

This position serves as the primary contact for all international agents and also responds to inquiries from students interested in studying at Cal State Fullerton. Specific responsibilities include, but are not limited to, coordinating post-event communications for international student fairs and agent workshops, ensuring timely responses to information and literature requests, setting up service agreements with referring agents, and processing invoices for referral fees. Utilizes strong skills in Access and Excel to create and maintain databases, generate reports, and provide analyses. Work closely with UEE's International Student Services unit and the directors of the various international programs.

**Responsibilities:**

1. **Student Fair and Agent Workshop Follow-up** – Coordinate post-event communications for international student fairs and agent workshops. Provide students with customized correspondence containing links to requested information. Coordinate all paperwork and materials for mailings to agents after international workshop meetings. Input all information into the database, merge labels and letters, prepare mailing and fill out postal paperwork.
2. **Coordinate Agent Contract Requests** – Process requests from agents interested in working with UEE. Collect and track agent profiles and reference checks. Work with the Dean and Director of International Student Services to finalize contracts. Maintain communications with agents throughout the process.
3. **Process Agent Invoices** -- Verify student enrollment and financial status, consulting with CMS/ PeopleSoft and Student Services. Prepare check request and wire transfer documents for signature. File copies and update database.
4. **Development of Prospective Students and Agents** -- Independently respond to ongoing information requests from students and agents, supplying them with requested materials regarding UEE international programs. Maintain inventory of marketing materials.
5. **Create and Maintain Access Databases** – Maintain existing database and develop new ones as needed. Create reports; analyze results.

**Education:**

Bachelor's degree. Emphasis in marketing preferred.

**Qualifications:**

1. Three years experience working in an office environment.
2. Experience working with Access databases, spreadsheets and mass mailings – the ability to work independently, including experience in creating and running reports from Access.
3. Demonstrated ability to analyze data and utilize the results of such analysis to develop recommendations for future efforts.
4. Highly developed oral, written, and interpersonal communication skills, with the ability to effectively articulate the importance of international education and exchange.
5. Ability to communicate effectively with cultural and language sensitivity towards international students and agents.
6. Self-motivated, with ability to prioritize multiple projects to meet deadlines.
7. Ability to work with quickly changing priorities and many interruptions in shared office space.
8. Experience with higher education and international students.

**BENEFITS:**

Health, health care flex plan, dental, vision, life, LTD, education reimbursement, retirement (eligible upon completion of (2) two years of employment with ASC or (2) years prior service with higher education institution), vacation, and sick leave. All benefits will be administrated according to Policies, Summary Plan Descriptions, or Procedures.

**APPLICATION PROCEDURE:****Submit application and resume to:**

CSU Fullerton Auxiliary Services Corporation (ASC)  
Human Resources Department  
2600 E. Nutwood Ave., Suite 275  
Fullerton, CA 92831

Fax to: 657- 278-1187

Email to: [grusso@fullerton.edu](mailto:grusso@fullerton.edu)

Applications can be picked up at the ASC Office or downloaded at [www.csufasc.org](http://www.csufasc.org).

**APPLICATION DEADLINE:**

**Thursday, January 7, 2010 at 5:00p.m.**

**ASC reserves the right to discontinue or modify any benefit offered by ASC  
CSU FULLERTON AUXILIARY SERVICES CORPERATION IS AN AFFIRMATIVE ACTION/EQUAL  
OPPORTUNITY EMPLOYER**

