AUBURN
Human Resources

# Asst Dir, International Student & Scholar Services

Job Description

## JOB INFORMATION

| | |
|---|---|
| Job Code | AA94 |
| Job Description Title | Asst Dir, International Student & Scholar Services |
| Pay Grade | AA11 |
| Range Minimum | $59,760 |
| 33rd % | $73,700 |
| Range Midpoint | $80,670 |
| 67th % | $87,640 |
| Range Maximum | $101,580 |
| Exemption Status | Exempt |
| Approved Date: | 7/28/2026 4:10:17 PM |
| Legacy Date Last Edited | 11/10/2022 |

## JOB FAMILY AND FUNCTION

| | |
|---|---|
| Job Family: | Academic Services & Administration |
| Job Function: | Global Initiatives |

## JOB SUMMARY

Directs and oversees the F-1 student visa program reporting to the assistant provost of the Office of International Programs (OIP), assuming the role of Principal Designated School Official (PDSO) in Student and Exchange Visitor Program (SEVP) and managing a team of 4 student advisors.

## RESPONSIBILITIES

- Ensures institutional compliance with federal laws, regulations, and policies governing the administration of student visas. Provides leadership, training, and direct supervision to international student advisors, including assigning and monitoring workloads, evaluating performance, and ensuring the accurate and timely execution of responsibilities. Oversees compliance with U.S. Citizenship and Immigration Services (USCIS) requirements, implements corrective actions as needed, and promotes consistent application of immigration policies and procedures to mitigate institutional risk.
  Manages communication and interventions with the Department of Homeland Security and Department of State on behalf of F-1 international students when problems arise.
- Develops and delivers training for faculty and staff to promote compliance with federal regulations governing F-1 student visa requirements and the maintenance of student immigration status. Provides guidance on immigration-related policies and procedures and collaborates with campus partners to address student conduct concerns involving international students while ensuring compliance with applicable institutional and federal regulations.
- Interprets and communicates university, state, and federal policies, regulations, and procedures related to F-1 student immigration. Exercises independent judgment and discretion in evaluating complex situations, analyzing regulatory requirements, and developing effective, compliant solutions to support F-1 students while ensuring adherence to institutional and federal guidelines.
- Collaborates with Admissions, Enrollment Services, and other campus partners to coordinate and facilitate the accurate and timely processing of international student applications, admissions, enrollment, and registration. Ensures the integrity, accuracy, and consistency of student records across Banner, Sunapsis (Terra Dotta), and the Student and Exchange Visitor Information System (SEVIS) to support institutional compliance and effective data management.
  Serves as liaison to Auburn University’s external partners in gathering information and implementing the recruitment and immigration needs of international students (F visas).
- Develops online pre-arrival orientation materials and oversees International Student Orientation, check-in activities, and programming. Oversees the pre-arrival processes, communications, resources, and information orientations for new and transferring international students to ensure compliance with federal and state departments.

## RESPONSIBILITIES

- Directs the automation of ISSS processes and procedures in conjunction with OIT. Reviews and updates website information.
- Manages F student complaints and staff complaints that come forth during daily international student advising and processing functions. Intervenes and assists students and campus partners as needed.
- Serves as the official Auburn University 24/7 emergency contact for international students (F visa holders).

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor. Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

## SUPERVISORY RESPONSIBILITIES

| | |
|---|---|
| Supervisory Responsibility | Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions. |

## MINIMUM QUALIFICATIONS

**To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.**

## MINIMUM EDUCATION & EXPERIENCE

| Education Level | Focus of Education | | Years of Experience | Focus of Experience | |
|---|---|---|---|---|---|
| Bachelor's Degree | No specific discipline. | and | 5 years of | Experience in international student and scholar advising with Designated School Official (DSO) and Alternate Responsible Officer (ARO) status. Experience in Student and Exchange Visitor Information System (SEVIS) systems. Must have at least 1 year supervising or leading full-time or part-time staff. | |

## MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

| | |
|---|---|
| Knowledge of a broad array of visa types and processes and Federal and State regulations related to immigration and VISA processing. | |

## MINIMUM LICENSES & CERTIFICATIONS

| Licenses/Certifications | Licenses/Certification Details | Time Frame | Required/ Desired | |
|---|---|---|---|---|
| | Must be a United States citizen or a legal permanent resident (federal immigration requirement) to be able to serve as a Primary Designated School Officer for the "F" program and the responsible officer for the "J" program. | Upon Hire | Required | |

## PHYSICAL DEMANDS & WORKING CONDITIONS

| | |
|---|---|
| Physical Demands Category: | Other |

## PHYSICAL DEMANDS

| Physical Demand | Never | Rarely | Occasionally | Frequently | Constantly | Weight |
|---|---|---|---|---|---|---|
| Standing | | | X | | | |
| Walking | | | X | | | |
| Sitting | | | | | X | |
| Lifting | X | | | | | |
| Climbing | | X | | | | |
| Stooping/ Kneeling/ Crouching | | X | | | | |
| Reaching | | | X | | | |
| Talking | | | | | X | |
| Hearing | | | | | X | |
| Repetitive Motions | | | | | X | |
| Eye/Hand/Foot Coordination | | | | | X | |

## WORKING ENVIRONMENT

| Working Condition | Never | Rarely | Occasionally | Frequently | Constantly |
|---|---|---|---|---|---|
| Extreme cold | | X | | | |
| Extreme heat | | X | | | |
| Humidity | | X | | | |
| Wet | | X | | | |
| Noise | | X | | | |
| Hazards | | X | | | |
| Temperature Change | | X | | | |
| Atmospheric Conditions | | X | | | |
| Vibration | | X | | | |

**Vision Requirements:**

Ability to see information in print and/or electronically.