

Director of Services Office of Global Services – Northeastern University

POSITION OVERVIEW:

Reporting to the Dean of Office of Global Services (OGS) and working in collaboration with the Associate Dean, the Director of Services ensures international students' and scholars' compliance with federal regulations and procedures set by SEVIS. Oversee the areas of pre-arrival, SEVIS reporting, employment, and student services so to achieve optimal student and scholar service and advising outcome. Work with and actively guide relevant departments on a range of SEVIS-related operations in adherence with federal regulations pertinent to a range of nonimmigrant visa classifications. Collaborate with HRM and Student Employment Office to maintain updated I-9 and on-campus employment procedures and processes. Serve in the capacities of Designated School Official (DSO) and Alternate Responsible Officer (ARO). Serve as a point person for the handling of non-NU sponsored students, scholars and manage relationship with their sponsoring agencies or institution in the area of immigration regulations. Monitor and maintain a calendar of periodic communication in order to reach out to international students and scholars to notify them of impending deadlines or regulatory changes. Assist with the planning and implementation of special projects as assigned by the Dean. Participate in and support as needed OGS programs and events. Reporting to the Director of Services are three associate directors with their respective teams.

QUALIFICATIONS:

Master's degree required. A minimum of 8 years of experience in international student and scholar advising and experience in service and operations related to non-immigrant visa categories and SEVIS are required. Commensurate experience in overseeing professional staff is required. Substantial and continually refreshed knowledge of immigration regulations and SEVIS approved procedural steps are required. Familiarity in providing logistic and operational guidance to professional staff in the area of international admissions, SEVIS events reporting, employment and student/scholar services is critical. High level of communication and interpersonal skills are essential. Cross-cultural experience and fluency in two or more languages, experience living abroad are highly desirable. US citizenship or legal permanent residency required

TO APPLY:

Interested and qualified individuals, please apply through the Northeastern University Careers site at [https://neu.peopleadmin.com/ Requisition # STFR003407](https://neu.peopleadmin.com/Requisition#STFR003407)

ABOUT THE DEPARTMENT:

Under the leadership of The Vice President of Enrollment Management, , The Office of Global Service (OGS) offers various programs and services that support the enrollment of international students and celebrates Northeastern's intercultural community. With \$1M+ in revenue, OGS is poised for significant growth to meet the future demands of global services within a prestigious university environment. The department is ready for an experienced professional with a blend of international program development, enrollment management and compliance background. OGS has the support and resources from various constituents and executives to reach new heights, and the departmental staff has rich experience to contribute to OGS's goals. The team is ripe for a new leader, a change agent, and an individual who will utilize the group's strengths, interests and capabilities to further develop and broaden their skills. OGS has access to the best and most robust technology available and two staff members dedicated to ensuring appropriate functionality and successful implementations of all technical systems, including Sunopsis software.

The department is comprised of ~25 staff, of which 5 team members reporting directly to the Dean. The team consists of hard working, experienced, goal-driven professionals who work on multiple projects in a fast-paced environment!

If you are a strategic-thinking global services / international program development professional with demonstrated success as a leader and a change agent, then this opportunity may be an ideal fit for you! In addition, if you value the importance of data and understand how best to integrate relevant data towards achievement of goals within the realm of international programs, then we want to speak with you!

ABOUT NORTHEASTERN UNIVERSITY:

Founded in 1898, Northeastern is a global, experiential, research university built on a tradition of engagement with the world, creating a distinctive approach to education and research. The university offers a comprehensive range of undergraduate and graduate programs leading to degrees through the doctorate in nine colleges and schools, and select advanced degrees at graduate campuses in Charlotte, North Carolina, Seattle, Silicon Valley, and Toronto.

By focusing on learning designed for the 21st century, Northeastern continues to be the world leader in global experiential learning.

Intentional excellence is what powers the achievements of the extraordinary students, world-class faculty, and dedicated staff of Northeastern. Learn more about our outstanding organization at www.northeastern.edu.

WHAT'S IN IT FOR ME?

Besides being a highly regarded educational institution, Northeastern University offers exceptional benefits, and career development opportunities, and truly values the strength and innovation diversity brings to the workforce! With the support and stability of a large organization, Northeastern also provides staff the opportunity to showcase their entrepreneurial mind-set in many ways. This highly visible role will enable you to make a significant impact through your on-going contributions!

You may review our comprehensive benefits at <http://www.northeastern.edu/hrm/>.