



## Director, Faculty/Staff Visa Services

### Job Description

#### JOB INFORMATION

Job Code:	137042
Job Title:	Director, Faculty/Staff Visa Services
FLSA Status:	Exempt
Supervisory:	Supervises employees and/or student workers.
Job Family:	Support Services
Job Family Group:	Administrative Support
Management Level:	4 Administrator

#### JOB SUMMARY

Oversees, directs and coordinates daily operations and protocols of the university's international labor program, providing expertise and functional leadership on immigration issues. Sets guidelines and strategies for the university's foreign nationals, consulting with hiring departments on best strategies to successfully obtain visas for specialized roles. Fully accountable for short- and long-term goals and objectives, and the end results. Establishes new policies and/or procedures related to regulation changes, and drafts, reviews and prepares policies and agreements with university partners and providers. Oversees database/management system maintenance and tasks, including integrity and security of data uploads and downloads. Leads team of visa specialists, mentoring, coaching and developing various technical skills.

#### JOB QUALIFICATIONS:

##### Education

Req	Pref	Degree	Field of Study	
X		Master's degree		
X		Master's degree	Higher Education	Or
X		Master's degree	International Studies	Or
X		Master's degree	Law	
	X	Juris Doctor (JD)		

##### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education
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##### Work Experience

Req	Pref	Work Experience	Experience Level	
X		6 years	focused on facilitating immigration processes and procedures with in-house and outside immigration professionals.	
	X	7 years		

##### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience
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## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Understanding of employment immigration as it relates to non-immigrant visas, permanent residency sponsorship, and the hiring of foreign nationals in the U.S. Knowledge of applicable university infrastructure, policies and procedures.
X		Experience applying policies and procedures, writing legal and technical documents, and at assembling, organizing, and conceptualizing numerical data in spreadsheets, databases, reports, and presentations.
X		Excellent problem-solving skills with demonstrated ability addressing difficult and complex issues.
X		Lead/guidance skills, with the ability to manage, balance and prioritize different tasks and projects for various projects.
X		Strong analytical and critical thinking skills.
X		Knowledge of risk management and liability issues affecting higher education.
X		Knowledge of human resources processes, with experience in mediation, negotiation, staff development, and teaching/training staff.
X		Deft interpersonal and diplomatic skills for communicating tactfully with all levels of staff and diverse individuals and groups.
X		Demonstrated experience developing communication plans, instructional materials and related content, and with conducting in-person meetings.
X		Proficient with Microsoft Office, specifically PowerPoint and Excel.
	X	Experience in higher education, working with international students, faculty and/or staff. Familiarity with academic medical center environments.
	X	Working knowledge of Student and Exchange Visitor Program (SEVIS), Immigration Tracker, Laserfiche, WestLaw/Nexis, AILa Link, and/or multilingual skills.

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Oversees, directs and coordinates daily operations and protocols of the university's international labor program for faculty and staff. Provides expertise and functional leadership on immigration issues. Advises leadership on regulatory requirements and represents university in all faculty and staff visa cases. Ensures university meets all reporting requirements, deadlines and compliance.				
Sets guidelines and strategies for the university's foreign nationals in both administrative, academic and research environments, as well as medical and clinical settings. Consults with clients, partners and hiring departments on best strategies to successfully obtain visas for specialized roles.				
Signs and finalizes documents for submission to government agencies. Fully accountable for short- and long-term goals and objectives, and the end results. Plans, develops and independently determines methods to meet program and administrative goals, as well as approaches to projects and priorities.				
Establishes new policies and/or procedures related to regulation changes, including development and dissemination of information brochures, newsletter topics, and website informational content. Drafts, reviews and prepares domestic and international policies and agreements with university partners and providers.				
Oversees immigration database/management system maintenance and tasks, including integrity and security of data uploads and downloads, document management, timelines, deadlines, alerts and more. Designs and delivers internal staff training regarding employee visas. Leads team of visa specialists, mentoring, coaching and developing various technical skills. Advises foreign nationals on university policies and federal regulations pertaining to immigration.				
Stays informed of developments in the field, establishing and maintaining an active network of professional contacts, and regularly reading pertinent literature. Participates in professional organizations and attends meetings and conferences.				

## Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

## ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.