



POSITION ANNOUNCEMENT IES Compliance Counselor/DSO

Mount Vernon Nazarene University exists to shape lives through educating the whole person and cultivating Christ-likeness for lifelong learning and service.

Mount Vernon Nazarene University (MVNU) is an intentionally Christian teaching university for traditional age students, graduate students, and working adults who seek opportunities to learn and grow in an academic community of faith. The University provides the context for a transformational experience through excellent academics, service opportunities, caring relationships, and a nurturing spiritual and social environment. Faculty, staff, and students are challenged to achieve their highest potential, to become increasingly Christ-like, and to make a difference in their world through lifelong service.

The University seeks a full-time, 12-month, **IES Compliance Counselor/DSO** for its College of Adult and Professional Studies (CAPS) International Executive Studies Program.

This is a remote/work-from-home position. The IES Compliance Counselor/DSO manages the Initial I-20 and Registered I-20 process during the admissions phase with IES students in MVNU's CAPS program. A majority of the role is to work with prospective international students to ensure federal regulations and compliance regarding the F1 Visa and SEVIS processes. This position will also serve as a Designated Service Officer (DSO) for the university.

The position reports to the Director of IES Admissions and is available immediately, upon appointment of a successful candidate. The University pay grade for this position is "C". A full complement of benefits are provided including a health care plan, retirement contributions and tuition assistance, each subject to associated waiting periods. The candidate will also receive generous holidays, and vacation and sick days earned on an accrual basis.

Responsibilities for this position include:

- Experience working with the international student population in higher education preferred
- Manage F1 Visa process for incoming IES students including issuing I-20s in a timely fashion, answering questions regarding the Visa process and ensuring university compliance with federal regulations
- Develop and maintain process documentation.
- Connect with students in multiple formats including phone calls, emails, texts, appointments, to gather information
- Demonstrate a strong attention to detail especially while performing duties as the DSO
- Ensure compliance with federal guidelines
- Assist and cross-train in IES Admissions processes to help as needed
- Coordinate with the Applications Office, Student Account Office, Registrar, and Academic Services to manage all aspects of the process as needed

- Work extensively with the CRM database (Technolutions Slate) and Microsoft Office (incl. Microsoft Outlook, Excel, Word and Teams) as well as the SEVIS system
- Assist in planning and implementation of three residency weeks per year
- Participate in bi-annual in-person staff trainings in Mount Vernon, Ohio
- Be available and participate in various team and department meetings throughout each week
- Continuously improve process efficiencies consistent with metrics defined by the IES leadership
- Other duties as assigned

Expectations for the successful candidate:

- Evangelical Christian confession of faith and commitment to the mission of MVNU
- Bachelor's degree required;
- 3-5 years of professional work experience preferred
- Strong attention to detail
- Solid organizational skills
- Strong customer service skills
- Self-motivated, organized, and able to work independently
- Experience in recruiting, admissions, and/or sales preferred
- Excellent communication skills (including phone and written communication)
- Ability to multi-task
- Evidence of being goal oriented and self-motivated with a positive attitude
- Proficiency in Microsoft Office (Outlook, Word, Excel, Teams, etc.)
- Ability to maintain confidentiality concerning student information
- Ability to lift 25 lbs

To be considered for this position, please email a resume to humanresources@mvnu.edu and complete the application, found at: <http://mvnu.edu/jobs>. Applicants submitting materials via email should attach either a Microsoft Word or .PDF File. Alternatively, materials can be faxed to (740-397-1005), or mailed to:

Mount Vernon Nazarene University
Human Resources
800 Martinsburg Road
Mount Vernon, OH 43050

Professional and personal references are required, consistent with the responsibilities associated with this position. A background check will be performed prior to appointment. Mount Vernon Nazarene University does not unlawfully discriminate on the basis of race, color, sex, national origin, age, disability, or military service in administering its employment policies and practices. As a religious educational institution under the auspices of the Church of the Nazarene, the University is permitted by law to consider religious beliefs/practices in making employment decisions and does so to achieve its mission. The University requires as a condition of employment that all employees subscribe to standards of the Church of the Nazarene and conduct their lives in accordance therewith.