

University Of Rochester Deputy Director, ISO Position Description

The inaugural Deputy Director of the International Services Office (ISO) at the University of Rochester will be a key player in shaping the future of international education at the University of Rochester, driving the innovation, inclusivity, and excellence of the office. Reporting to the Assistant Vice Provost (AVP), the Deputy Director will lead the student and scholar advising teams that deliver comprehensive and integrated immigration advising services to a diverse international population of students, scholars, faculty, staff, and their dependents.

In this role, the Deputy Director will collaborate closely with the AVP on strategic planning, budget development, coordination of HR issues, onboarding of staff, leading projects, and overall management of the office, ensuring the efficiency and effectiveness of reporting areas. As the Principal Designated School Official (PDSO) and Responsible Officer (RO) for the F- and J-visa programs, the Deputy Director will play a crucial role in ensuring compliance with immigration regulations while fostering a supportive and inclusive environment for all international members of the university community.

This is a unique opportunity for an experienced and motivated individual to make a significant impact on the University of Rochester's international initiatives. The Deputy Director will contribute to the success and integration of the international community and gain national and international recognition through service to the University of Rochester and engagement with national and international professional organizations.



Responsibilities

Supervision and Management

- Provide operational oversight and leadership to reporting areas within the ISO which include advising teams, Document Management and Training, and two counselling practicum students.
- Oversee the mentorship, supervision and on-going evaluation of three direct reports. These direct reports lead the student, scholar and employee advising and Document Management and Training, constituting a total of ten professionals.
- Mentor, coach, and provide personnel management and staff development to staff in the reporting structure.
- Coordinate with the AVP in budget development and strategic planning and provide leadership to the office in the absence of the AVP, liaising with the Vice Provost for Global Engagement as necessary.
- Manage policy and practice development and collaborate with academic and administrative units across the university.
- Assist the AVP as required with external relations and partnership building.

Program Administration

- Provide management, expert policy interpretation, and program development to deliver the full scope of services needed to support international populations across all academic, medical, and administrative units.
- Oversee all communications, engagement opportunities, and staff professional development to implement high-impact immigration advising and related support services.
- Represent the ISO in activities related to university-wide initiatives.
- Manage special projects as assigned.



Immigration Compliance

- Serve as the designated program official for the J visa program (as Responsible Officer), oversee the F visa program designation (as Primary Designated School Official), and liaise with relevant US government agencies.
- Interpret and implement policies and protocols for federal compliance and all mandated reporting requirements.
- Oversee all nonimmigrant and immigrant advising, serve as the subject matter expert, and develop and codify written and recorded reference materials and notification processes to assist international populations in meeting their compliance obligations.

Operational Strategy and Tactical Communications

- Monitor and evaluate regulatory and legislative developments relating to nonimmigrant and immigrant visa categories and advise AVP and all stakeholder units of changes and impacts to the international community and the institution.
- Collaborate with administrators and faculty to strategize and address the immigration landscape, utilizing viable technology solutions, educational tools, and best practices within international education.
- Oversee ISO stakeholder relationships and committees to streamline processes and programs.

Service and Support

- Facilitate regular and ongoing critical assessments of advising services and client experience and utilize data and research to develop and implement best practices.
- Manage the design and delivery of multiform training programs for stakeholders and constituents.
- Plan management and unit-wide retreats.
- Supervise the work of two counselling practicum students in coordination with the Warner School of Education.



University of Rochester Expectations

The Deputy Director of the International Services Office will demonstrate exceptional critical data-driven decision making and problem-solving abilities and project management skills, integrating and interpreting data from diverse sources to address complex challenges and find innovative solutions. With significant latitude in determining objectives, the Deputy Director will operate independently, exercising sound judgment and consulting experts when necessary.

This leadership position involves supervising a team of at least three full-time direct reports. The ideal candidate will have strong planning skills, developing and executing departmental goals while contributing to strategic initiatives. Effective leadership and supervision are crucial. Given the position's considerable responsibility, meticulous and thoughtful decision-making is essential, as errors could impact the university's goals and reputation. The Deputy Director will also manage the departmental budget, ensuring financial resources support the university's international objectives.

Qualifications

Required

- Master's Degree
- Seven to ten years of experience in international education or relevant field.
- Demonstrated extensive regulatory experience in both student and employment-based regulations.
- Supervisory, team leadership, and project management experience.
- Experience with SEVIS, data integration, transmission, and technology.
- Experience with budgeting and management.
- Experience with MS Office applications, especially Word, Excel, and Outlook.
- Written, oral, and analytical proficiency. Strong organizational and administrative skills.
- Excellent communication skills and ability to work with diverse staff.
- Ability to work independently on multiple complex tasks.
- Ability to work collaboratively with diverse groups and individuals.
- Status as U.S. citizen or Permanent Resident in order to meet the Federal regulatory requirements for a Principal Designated School Official (PDSO) and Responsible Officer (RO).

Preferred

- Leadership experience in international education associations and conference presentations, or equivalent education and experience.
- Proven project management expertise in a university setting, particularly with initiatives involving cross-divisional efforts with varied stakeholders.
- Experience working with academic medical centers, including managing employment sponsorships for international physicians and scholars.
- Strong systems thinking skills to identify and optimize efficient systems for international student and employment-based immigration processes.



Application Procedure

Applications should include a resume and a cover letter of no more than two pages. The cover letter should address why the applicant is interested in the position, how their professional experience fits with the needs of the University of Rochester, and how they would foster and promote an environment of diversity, equity, and inclusion in this role.

Applications will be accepted electronically via this [link](#) until the position is filled.

Salary Range: \$95,000 - \$142,000

Applications submitted by email will not be accepted.

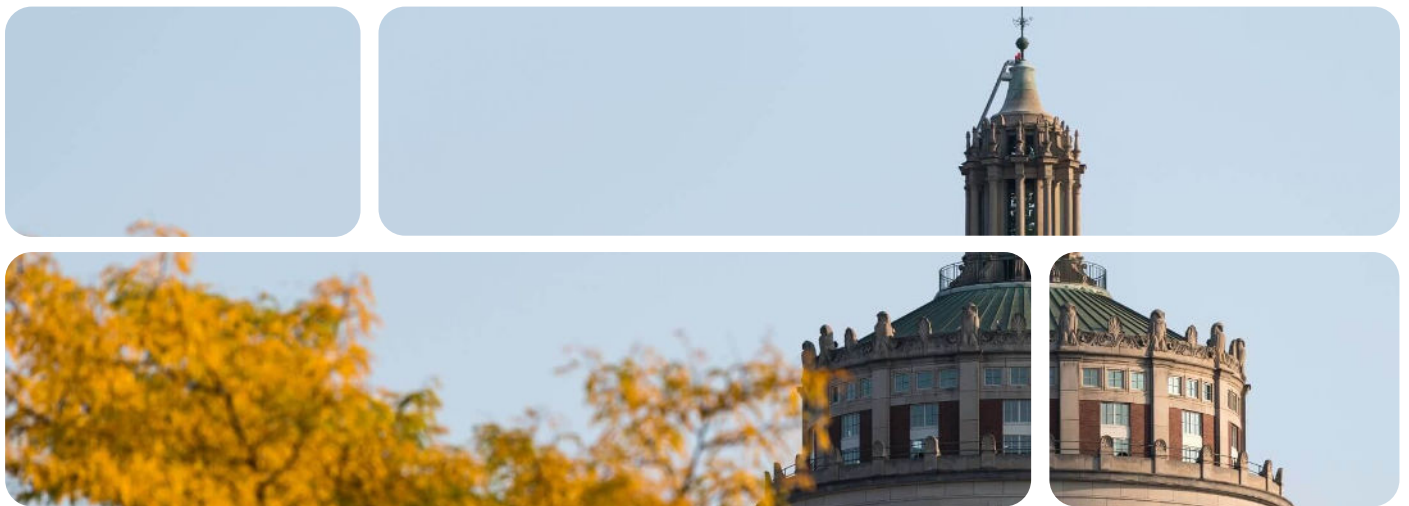
All inquiries, nominations, and expressions of interest will be held in confidence and should be submitted to the search consultants through search@gatewayinternational.org

Applicants are encouraged to create a profile in the Gateway Executive Search Candidate Database: <https://jobs.gatewayinternational.org/auth/login>



Diversity Statement / EEO

The University of Rochester is committed to fostering, cultivating, and preserving a culture of equity, diversity, and inclusion to advance the University's mission to Learn, Discover, Heal, Create – and Make the World Ever Better. In support of its values and those of its society, the University is committed to not discriminating on the basis of age, color, disability, ethnicity, gender identity or expression, genetic information, marital status, military/veteran status, national origin, race, religion/creed, sex, sexual orientation, citizenship status, or any other status protected by law. This commitment extends to the administration of its policies, admissions, employment, access, and recruitment of candidates from underrepresented populations, veterans, and persons with disabilities consistent with these values and government contractor Affirmative Action obligations.



Search Firm

The University of Rochester has retained Gateway Executive Search to facilitate this search. Gateway Executive Search provides executive search services to institutions and organizations seeking highly professional and experienced international education professionals.

At Gateway Executive Search, our strength lies in our exceptional team. Our roster includes seasoned executive search consultants, all accomplished higher education professionals. With their profound industry knowledge and expansive networks, they excel in identifying and recruiting diverse talent. Leading this search are:

Catherine Winnie Ph.D. (she/her)
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George F. Kacenga Ph.D. (he/him)
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