POSITION: Document Processing Associate

The Office for International Students and Scholars (OISS) is seeking a part-time, miscellaneous wage employee with a high level of professionalism, ability to multi-task and attention to detail to provide office support with the production of immigration documents for international students at the University of Delaware.

CONTEXT OF THE JOB:

The Document Processing Associate will be responsible for processing I-20s and DS-2019s for international graduate, undergraduate and English Language Institute students who are initially admitted or transferred to the University as well as for those seeking to extend their academic program. This person will also be responsible for providing administrative support to the Assistant Director with regard to special data projects and government check-in procedures.

Duties include:

- Verify financial documentation and other support materials required to process I-20s and DS-2019s
- Serve as the OISS point-person for admissions offices and academic departments across campus regarding communication about the issuance of immigration documents
- Respond to inquiries from admitted students about the status of their I-20s or DS-2019s
- Ensure efficient data entry and updates in OISS systems and accurate production of time-sensitive immigration documents
- Assist with contacting students for immigration-related notifications, such as collective and individualized reminders and warnings regarding status
- Assist with the collection of government check-in documents upon arrival, identify missing documents, and contact students for retrieval
- Perform other job-related duties as assigned

Required skills:

- Demonstrated attention to detail and organizational skills
- Excellent written, organizational, and oral communication skills
- Ability to work well in a team and customer service-oriented environment
- Ability to respond well to changing priorities and urgent situations; ability to function under pressure
- Ability to exercise discretion, confidentiality and judgment
- Professionalism and punctuality, with the ability to work independently and manage time productively
- Ability to work and communicate effectively across cultures

Preferred skills and attributes:

- Experience working in a higher education setting
- International experience working, studying or traveling abroad
JOB INFORMATION:

- Average Hours Per Week: 20 hours per week
- Available Hours: Monday to Friday

EMPLOYER INFORMATION:

Department or Office: Office for International Students and Scholars
Address: 26 E. Main St
Phone: (302) 831-2115
Email: oiss@udel.edu
Web: www.udel.edu/oiss

To apply, please send your resume with contacts for 3 references and a cover letter, to Crystal Coleman, Coleman@udel.edu.

Employment offers will be conditioned upon successful completion of a criminal background check. A conviction will not necessarily exclude you from employment.