



International Credential Specialist

Company background

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimate to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize 20 universities in the US, UK and Asia, including Oregon State University, University of South Florida, George Mason University, Drew University, Saint Louis University, University of Alabama at Birmingham, Suffolk University and Hofstra University.

Reports to

The International Credential Specialist reports to the Assessment Manager. Expected to work flexibly across a range of teams according to variations in demand including Global USPA management team.

Job Overview

This is a position that will provide primary support toward evaluating or assessing secondary and postsecondary credentials from various nations and regions for all INTO North America partner institutions. This position requires meticulous attention to detail in assessing and reviewing credentials as well as using basic mathematics for calculating a grade point average (GPA) or equivalent academic profile indicator.

Key Responsibilities

This is an exciting role in a growing, dynamic organization so responsibilities of the position may change and develop over time.

- Evaluate or assess international academic credentials (secondary and post-secondary foreign credentials) for undergraduate and graduate applicants to INTO North America partner institutions.
- Cascade applicants found to be inadmissible at one or more partner institutions to other qualified alternatives within the INTO partner network.
- Stay up-to-date on evaluation standards, adjustments in foreign education systems, educational practices and the latest information on academic policy regarding admissions standards at the undergraduate and graduate level for all INTO North America partner



institutions.

- Execute decision-ready evaluations (1) on a routine basis for timely admission decisions and (2) in support of special projects; for example, in preparation for recruitment and yield events, to ensure priority action application timelines and during peak production periods.
- Assist the United States Partnership Admissions to assess the completeness of a credential regarding transcript, diploma, translation, etc.
- Demonstrate proficiency of job duties and processes within the first 3 months of employment.
- Assist the United States Partnership Admissions in the processing of applications, this includes email correspondence and data processing.
- Serve to help train other staff in assessment processes, policies and procedures.
- Other duties as assigned.

Location

This position is based at INTO North America's Headquarters in San Diego, California and will balance a hybrid modality of work from home and face to face office setting.

Qualifications and Experience

Essential:

- Bachelor's degree
- Experience working in Higher Education or in an education related field
- Experience in field of international secondary and/or post- secondary credential evaluations
- Ability to work independently, and with others on various time zones
- Experience working in a customer focused environment.
- Ability to communicate, build and manage relationships with peers, senior managers, University stakeholders, external vendors, parents and students from a range of linguistic, ethnic and cultural backgrounds.
- Excellent command of written and spoken English
- Requires strong decision-making skill set and ability to view processes holistically.

Desirable:

- Knowledge on the US Educational system
- Knowledge of and/or experience with international student programs such as ESL and academic preparatory programs
- Experience working within a joint venture and/or a highly matrixed organizational structure and working with multiple stakeholders
- Experience working with AACRAO, WES and other credential evaluation organizations
- Experience living and working overseas



Skills and Abilities

- Ability to prioritize, meet deadlines, work under pressure and, when necessary, with minimal resources
- Detail oriented, organized, and able to juggle a fast-paced working environment.
- Ability to build effective relationships with key stakeholders
- Ability to deploy and manage resources effectively with efficient priority and time management
- Ability to maintain sound judgment and decision-making even when under pressure
- Competent IT and analytical skills

Compensation & Benefits

This is a full-time, non-exempt hourly position. INTO takes care of their employees and ensures they are well and thrive with a comprehensive benefits package which includes:

- Health Benefits
 - Medical
 - Dental
 - Vision
 - Life insurance
 - Short and Long-term Disability
 - Flexible Spending Accounts
- Generous paid time off (PTO) – starting at 22 days/year
- 10+ paid holidays annually
- Volunteer days
- 401(k) retirement plan – up to a 6% company match
- Educational assistance
- Wellness rewards and programs
- Two robust employee assistance programs
- LinkedIn Learning
- Weekly activities, events, and happy hours through the WeWork community
- Fitness Center
- Onsite Swimming Pool
- Tennis courts & free tennis lessons
- Complimentary beverages
- Discounted food
- Wellness Room
- Free onsite parking
- Free overnight parking available
- Panoramic Views of North County to Downtown
- Multiple floors of conference rooms & private offices with high-speed Wi-Fi
- Close proximity to the UTC Mall, restaurants, and shops



How to Apply

Please click the following link to apply:

https://workforcenow.adp.com/mascsr/mdf/recruitment/previewJobDesc.html?lang=en_US&cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&cclId=19000101_000001

INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.

California Residents: Please review our CCPA Notice - <https://www.intoglobal.com/media/elk14wvp/into-applicant-privacy-notice-ccpa.pdf>