

## Compliance Coordinator- DSO

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Job Title:	Compliance Coordinator- DSO
Department:	Stafford House
Reports to:	Compliance and Student Finance Manager, US
Location:	Boston

### The Company

Stafford House International has over 60 years' experience of providing international students with English language courses for everyday life, career and academic studies. Our locations include Boston, Chicago, San Diego and San Francisco, USA; Cambridge, London, Brighton and Canterbury, UK; Toronto and Calgary, Canada.

Stafford House International is a division of Cambridge Education Group (CEG), which has been delivering the highest quality academic, creative and English language programs since 1952, and has prepared thousands of students to progress onto the world's leading universities.

### The role

The Compliance Coordinator is a critical role within Stafford House US centers. You will work closely with the Compliance Manager to ensure that each one of our students has a smooth visa application process pre-arrival, and that all US centers are in compliance with SEVP, ACCET, IBHE and BPPE.

You will contribute to and maintain a culture of outstanding customer service and exhibit excellent communication and inter-personal skills; projecting a professional and courteous manner at all times when representing Stafford House.

The Compliance Coordinator role will develop and change as our programs and services evolve.

This position will be based in our Boston school.

### Key responsibilities

#### *Customer Service*

- Ensure the delivery of an outstanding experience for students and partners
- Promote and maintain a culture of industry leading customer service.
- Answer all emails and telephone calls in a timely manner.
- Collaborate with the other Student Services and Administrative Stafford House teams to ensure best customer experience for all participants.
- Communicate effectively and maintain excellent rapport with Agents. Build and maintain relationships.

## *Visas, Compliance and Accreditation*

- Act as D.S.O, providing immigration guidance and support to partners and students
- Issue I-20 Letters for all initial F-1 student enrolments for the US, within 24 hours of initial request
- Support all US centers with due process for management of attendance, vacation and leave of absence, termination in compliance with SEVP
- Support the Compliance and Finance Manager with ACCET, state and local agency reporting
- Support the creation of policies and procedures relating to visas and compliance, including the facilitation of shared tools, collaboration across centers, center staff training and meetings
- Communicate with Center Directors and the Stafford House central team on areas where center staff need additional training, support or active management to ensure they are accountable for compliance-related issues
- Support the F1 transfer I-20 process, ensuring all centers and staff follow the correct procedures and are suitably trained

### **We are looking for someone who:**

- Has enthusiasm, energy and a get it done attitude.
- Is passionate about customer service and experience.
- Wants to contribute to a positive team environment.
- Has excellent problem solving and critical thinking skills.
- Has a sincere desire to work with international students and agents.
- Has demonstrated customer service experience in sales or student counselling capacity.
- Wants to invest in relationships with students and colleagues.
- Has the ability to manage multiple priorities while maintaining strict attention to details.
- Has very strong organizational skills and an ability to help organize others
- Demonstrates strong administrative skills, including reporting, data entry and accounting
- Has a B.A. in a related field.
- Has the legal ability to be a DSO in the United States (we will not be offering sponsorship).
- Has experience managing and developing teams.

### *Pluses*

- Experience living or studying abroad.
- Second Language ability.
- Experience as a DSO or PDSO

- Experience with conflict resolution.
- Experience communicating with English learners.

**Customer First – It is ESSENTIAL all candidates meet the CEG Customer First CARE Principles:-**

**Commit**

- Goes the extra mile
- Follows-up & follows through

**Act**

- Takes ownership
- Looks for a solution

**Respond**

- Addresses issues positively
- Communicates proactively

**Empathise**

- Is an active listener
- Is respectful and values our customers

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