

Northeastern University Enrollment Management

Assistant Vice President of the Office of Global Services Boston, MA

Northeastern University's Office of Enrollment Management seeks a process-driven and action-oriented Assistant Vice President (AVP) to oversee and scale its Office of Global Services (OGS). This re-imagined position will focus on delivering the highest quality of service and make available a comprehensive set of resources to the university's 14,000 + international students, several hundred scholars, and their families from 147 different nations across the world in the Boston campus as well regional campuses in Charlotte, the Bay Area (San Jose and San Francisco), and Seattle, and global campuses in Toronto, Vancouver, and London. As one of the top three U.S. universities hosting an international population, the Assistant Vice President will join an institution with a long history of creating a global experience for its students and purposefully building global diversity.

Under the leadership of newly appointed [Chancellor Ken Henderson](#), Northeastern will create a learning ecosystem that prioritizes the student experience and responds to the needs and wants of today's student learner. This will include a focus on understanding of what students require well before they arrive on campus. Coupling this with continued growth in international student enrollment, it is evident that the Enrollment Management division and its Office of Global Services will play an integral role in developing a comprehensive suite of services to attract and care for the university's student population.

Reporting to the Associate Vice President for Enrollment Management and the Dean of the Office of Global Services, Mallik Sundharam, the Assistant Vice President of the Office of Global Services will provide university-wide oversight and support to develop and implement programs and services that support international students, celebrates Northeastern's intercultural community, and aligns with the breadth and complexity of federal regulations governing international education in the USA, Canada and UK.

The AVP must implement the necessary policies and procedures to scale the operation and meet the needs of a greater international student population. Further, the AVP will motivate, inspire, and provide clear direction to a high performing OGS team, including five direct reports and a staff of thirty-five plus, to ensure the Office is serving as an active resource to the university's international community. Support provided includes immigration processing, including F1 and J1 compliance, authorizations and determination for CPT and OPT, SEVIS reporting in the USA, ICCRC in Canada and UKVI in the UK, and student transition and acculturation services and programs at our Boston, regional and global campuses.

The AVP will improve existing programs and drive new programs assisting in the transition of new international students, supporting international students' success (undergraduate and graduate) in academic and experiential learning endeavors, incorporating international students into the broad spectrum of University life, and showcasing the cultural complexity that comprises a truly internationalized academic community. Serving in the official federally authorized OGS capacities of Primary Designated School Official (PDSO) and Responsible Officer (RO), the Assistant Vice President will manage the I-17 administration and Recertification and J-1 Re-designation process and contributes to and participates in the planning and implementation of special projects as needed in the USA and oversee the international student immigration and student service functions in our regional and global campuses in Canada and the UK.

The AVP ensures the regulatory observance of exchange programs and initiatives for international exchange students, interns and scholars and collaborates with the [Northeastern Global Network](#) and regional and global campus teams to prepare and establish the necessary compliance and advising infrastructure needed to support the service of international students and scholars and will be responsible for the implementation of best practices in international student and scholar compliance and support locally, nationally and internationally.

Primary Responsibilities

The Assistant Vice President of the Office of Global Services will be responsible for the following:

Student Services

- Ensures policies and advising standards for international students and scholars are compliant with immigration regulations published by DHS and that procedures set by ICE and SEVP for the administration of SEVIS in the USA, UKVI in the UK, and ICCRC in Canada are revised and updated regularly.
- Closely monitors the governmental policies and procedures to recommend relevant institutional processes, strategies, and protocols for international students and scholars participating in the various University educational and research programs around the globe.
- Oversees and maintains control systems and processes to monitor and ensure institutional compliance with federal regulations impacting students and scholars in non-immigrant status and guides the resolution of complex cases which may involve the intervention of multiple advisors or officials within and outside of OGS as well as serves as an advisor to other university departments regarding implementation of programs and initiatives for eligible international students.
- Remains well-informed on federal regulations applicable to international students and scholars in nonimmigrant status and identifies opportunities to train others and provide regular updates to the team.

Compliance on Immigration & Federal Regulations

- Ensures that Northeastern and its international students/alumni (i.e., those on OPT) in the USA, Canada and UK comply with all federal regulations governing the admission and employment of all foreign nationals.
- Serves as a principal liaison officer with U.S. agencies.
- Understands, interprets, documents and disseminates information regarding the federal regulations to students, administrators, and staff as appropriate.
- Develops programs and services to ensure institutional and student compliance.
- Oversees and leads comprehensive strategy efforts needed to maintain institutional compliance with federal regulations, SEVIS and Department of State procedures in the capacity of Primary Designated School Official (PDSO) and Responsible Officer (RO), UKVI and ICCRC.
- Interprets accordingly governmental policies and protocols to set relevant processes for the office and regional campuses to assist international students' retention and successful completion of their programs of study; oversees future developments and anticipated implementation and maintenance of SEVIS, Sunapsis and its integration within other relevant institutional systems.

SEVIS Administration

- Administers the F-1 and J-1 SEVIS program and work collaboratively with OGS and external units to execute biannually scheduled Recertification and Re-designation procedures.

- Partners with the Office of General Counsel to establish SEVIS policies and procedures and work with the Director of Compliance to ensure that established SEVIS, ICCRC and UKVI policies and procedures are properly implemented.
- Acts as the university liaison with SEVP, ICCRC and UKVI representative and other governmental officials.

Cultural Adaptation

- Provides oversight and support to the transition of new international students, supporting international students' success (undergraduate and graduate) in academic and experiential learning endeavors, incorporating international students into the broad spectrum of University life, and showcasing the cultural complexity that comprises a truly internationalized academic community.
- Designs programming initiatives that support cross-cultural educational opportunities for international and domestic students; build affinity and strengthen international students' understanding of the U.S., Canada and U.K traditions, standard business practice, and cultural expectations through a practical and comprehensive counseling line.
- Operates in collaboration with University offices including the office of undergraduate admissions, student affairs, global experience office, career services, cooperative education cultural centers, academic colleges, and advancement to achieve University-wide goals.

Leadership & Administration

- Provides leadership to and manage the OGS team, including the selection, training, and evaluation of staff; manage budget resources and support.
- Plans, implements and evaluates services through benchmarking and regular surveys on services.
- Recommends and establishes policy and procedures related to active service to an international constituency.
- Develops and maintains positive external and internal relationships throughout the University and Global community.
- Advises, trains, and provides current regulatory interpretation to all OGS staff and University-wide departments that maintain services and support to international students and scholars.
- Reviews international students' and scholars' complex cases requiring coordination among advisors, departments or other parties outside the university.
- Works collaboratively with offices such as OGC, Risk Services, Compliance, NUPD to address any cases or procedures that may impact institutional liability in the area of international education.

Public Relations

- Represents the University's SEVIS and regulatory compliance aspects to constituents locally, nationally and globally.
- Supports as appropriate initiatives and programs for students and scholars that may include advising student groups and the implementation of OGS signature programs (Carnevale, Orientation).
- Actively contributes to special projects as needed and represent OGS on inter-departmental projects and events.
- Participates in professional meetings within NAFSA and CGI and represents Northeastern at BAROS meetings.

Professional & Personal Characteristics

- A master's degree and successful record of progressively responsible experience leading international student support and acculturation programs and services, and enrolling students at the university or university system level for ten plus years.
- Experience in a large complex university or university system for a minimum of five years in the capacity of PDSO and RO reflecting familiarity with US F1 and J1 immigration regulations. Professionals serving as DSO may be considered.
- Familiarity and experience with Immigration Consultants of Canada Regulatory Council (ICCRC) either as a Regulated Canadian Immigration Consultant (RCIC) or Regulated International Student Immigration Advisor (RISIA) is a plus.
- Familiarity working with UK Visa process and UKVI is a plus.
- Served in a supervisory capacity and leadership role in implementing best practices supporting international student success.
- Demonstrated cross-cultural experience and ability to relate effectively to individuals of varied backgrounds and cultures as well as experience working with others from diverse cultures who have various levels of cultural awareness and communication proficiency.
- Managerial competence; commitment to collaboration, innovation, and ongoing professional development of team members required.
- Expertise in SEVIS systems as well as familiarity and experience working with SEVP and USCIS required.
- Experience in providing supervision, training, and guidance to professional staff in the area of International Admissions, SEVIS compliance and employment as well as strong and continually refreshed knowledge of immigration regulations, and SEVIS approved procedural steps are critical.
- Strong student-centered customer service skills and high level of interpersonal skills to represent OGS within and outside the university, and globally.
- An entrepreneurial spirit that takes initiative and the commitment to working in a dynamic, fast-paced environment with the flexibility needed to adapt to rapidly changing priorities.
- Experience managing multiple projects simultaneously demonstrating strong organizational and planning skills and attention to detail.
- High level of communication skills essential in interfacing with various departments and offices both within and outside Northeastern. Ability to communicate in a clear, professional, and timely manner.
- Integrity, creativity, energy and independence; a collegial, understanding style that contributes to the overall team.
- Proficiency with technology, including Sunopsis, MS Teams and ERP systems including Salesforce and Banner.
- Willingness and ability to travel nationally and overseas as needed.

About Northeastern University

Northeastern is a global, experiential, research university built on a tradition of engagement with the world, creating a distinctive approach to education and research. With over 255,000 alumni in 179 countries forming 43 global communities, Northeastern is a leader in global experience and diversity. The university offers a comprehensive range of undergraduate and graduate programs leading to degrees through the doctorate level in nine colleges and schools, and select advanced degrees at regional and global graduate campuses in Charlotte, the Bay Area, Seattle, Toronto, Vancouver, and London. [Learn more about the university's institutional accomplishments here.](#)



Experiential learning, anchored by a signature cooperative education program, lies at the heart of a Northeastern education. It's broad mix of experience-based education programs—including co-op, student research, service learning, and global learning—build the connections that enable students to transform their lives. These connections enrich classroom studies, fuel intellectual and personal growth, and provide students with opportunities to explore their path and discover their passion. These points of real-world engagement—at a university that is a world leader in experiential learning—means that students are better prepared to succeed in the lives they choose. It's the Northeastern difference.

See the future in [Northeastern2025](#) and learn more about the institution's vision for lifelong learning and discovery as it embarks on a strategic plan to guide the university's course for the next ten years.

To Apply

Northeastern University has retained Talent Citizen to assist in this recruitment. Vice President Adele Mezher is leading the search. Please submit your resume and a cover letter outlining your interest and the reasons why you are best suited for the position and would be a great addition to the Office of Global Services. Applications should be sent to avp-ogs@talentcitizen.com.

Northeastern University is an Equal Opportunity, Affirmative Action Educational Institution and Employer, Title IX University. Northeastern University particularly welcomes applications from minorities, women and persons with disabilities. Northeastern University is an E-Verify Employer.