



**Italy-America
Chamber of
Commerce**

POSITION ANNOUNCEMENT

Title: Program Specialist, J-1 Visa Program

Reports to: Executive Director

Status: Full-time, Exempt

Start date: September 1, 2019

ABOUT THE IACC: Founded in New York in 1887, the Italy-America Chamber of Commerce (IACC) is a private, not-for-profit, membership organization that represents the interests of companies that have, or that are interested in establishing business and commercial relations between the United States and Italy. We bring together businesses – ranging from individual entrepreneurs to large corporations – and advance the interests of our members through contacts and interaction with government agencies, trade associations and leading international organizations.

Under the auspices of the Department of State's Bureau of Educational and Cultural Affairs, the IACC launched its J-1 Exchange Visitor program in 2002 with the mission to promote trade relations and encourage cultural and commercial ties between Italy and the United States. We are authorized to vet and approve training programs in two categories— Interns and Trainees—and in the following fields: Management, Business, Commerce, and Finance and Public Administration and Law.

SUMMARY: The IACC seeks a Program Specialist to manage the day-to-day operations of its J-1 Visa Program. The Program Specialist will report to the Executive Director and will be responsible for the administration, profitability, and strategic growth of the IACC's Exchange Visitor Program.

Key Responsibilities:

Program Management

- Manage the application process and provide guidance and support for host companies and trainee/intern candidates
- Evaluate applications to determine compliance with J-1 visa regulations
- Handle all aspects of standard application processing for trainees and interns and process amendment, extension, and separate family applications for J-2 dependents
- Assist host companies in the development of training programs by synthesizing information and succinctly expressing the goals and objectives of the program in a training plan
- Serve as an Alternate Responsible Officer (ARO) for U.S. government database (SEVIS) to issue visa sponsorship documents and update and maintain participant records
- Monitor SEVIS and participant arrival information daily
- Arbitrate issues between participants and host companies in conjunction with Responsible Officer (RO)
- Continually monitor growth/decline in program numbers as well as budget projections and provide regular updates to Executive Director
- Monitor and comply with SEVIS deadlines, draft annual reports, and maintain collaborative relationship with the Department of State's Office of Private Sector Exchange

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Client Relationship Management

- Responsible for maintaining and growing the IACC's portfolio of host companies
- Educate host companies and participants on the J-1 visa regulations, the purpose of Exchange Visitor Program, and application process and sponsorship services
- Maintain regular communication with host companies and program participants, including regular check-ins via phone, email, and in-person to ensure high quality and consistent customer service
- Support efforts to recruit new opportunities/programs/partnerships through lead cultivation and tracking, proactive outreach, phone consultations and meetings, research, data collection and reporting
- May periodically conduct site visits to ensure companies meet program requirements
- Attend all IACC programs and events to represent and promote the J-1 Visa Program among existing and prospective members
- Manage the IACC's J-1 Visa Program social media efforts and collaborate with Director of Communications and Special projects on the creation of all program materials (brochures, mailings, application materials, etc.)

Professional Development

- Develop and maintain an advanced knowledge of J-1 visa regulations application requirements, policies and procedures
- Develop and maintain industry knowledge by seeking out educational workshops, classes, and related publications
- Take a proactive approach to improve business functions and workflow
- Work in accordance with and in support of the mission, goals, values and strategic direction of the IACC
- Cultivate and maintain a working knowledge of all IACC programs and services and

Please note: Although the Program Specialist will focus primarily on the overall administration of the IACC's J-1 Visa program, he/she will be expected to cultivate and maintain a working knowledge of all IACC programs and services and will occasionally perform other duties, as needed. Each member of the IACC staff fully participates and supports a number of special events each year; some evening and weekend work will be required.

Required Qualifications:

- Bachelor's Degree
- Minimum of 3-5 years prior experience in J-1 Visa Program administration
- U.S. Citizenship or Permanent Residency (per U.S. Department of State regulations)
- High level of proficiency in SEVIS is a MUST
- Must be proficient in Word, Outlook and Excel
- Excellent interpersonal communication skills, both written and verbal
- Superlative organizational skills and attention to detail
- Positive energy with a high degree of initiative
- Demonstrated ability to anticipate outcomes and problem solve
- Be flexible and proactive, and possess the ability to work independently as well as in a team environment
- Proficiency in Italian is a plus
- Ability to work evenings and weekends as needed; some domestic travel may be required