

Visa Coordinator

Exclusive job

Working at American University in Japan

Job Information

Hiring Company
Temple University, Japan Campus

Subsidiary
Temple University, Japan Campus (TUJ)

Job ID
1623721

Division
Office of Student Services and Engagement (OSSE)

Industry
Education

Company Type
Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Setagaya-ku

Train Description
Tokyu Denentoshi Line Station

Salary
4 million yen ~ Negotiable, based on experience

Salary Bonuses
Bonuses paid on top of indicated salary.

Work Hours
37.5 Hours Per Week (9:00 to 17:30, Monday to Friday)

Holidays
Weekends, Public Holidays, approx. 2 weeks over New Year

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General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level
Fluent Level

Minimum Education Level
Bachelor's Degree

Visa Status
No permission to work in Japan required

Job Description

POSITION:

Visa Coordinator

DEPARTMENT:

Office of Student Services and Engagement

REPORT TO:

Assistant Dean of Student Visa Services

POSITION TYPE:

Full-time

WORK HOURS:

37.5 hours per week (9:00–17:30, Monday through Friday)

LOCATION:

City Campus (Sangen-jaya station)

*Limited hybrid-remote flexibility may be available, depending on the nature of the role and operational needs.

VISA REQUIREMENT:

Temple University, Japan Campus (TUJ) is able to sponsor a visa for this position.

SALARY & BENEFITS:

Commensurate with experience.

Eleven (11) days paid vacation in the first year, increasing to 20 days after 6 years of employment, plus 5 paid “personal and sick days” each year. In addition, approximately two weeks company-wide break over Christmas/New Year. Japanese social insurance and pension, commuting/telework allowance, a welfare-discount program membership, and retirement payment system.

OVERVIEW OF POSITION:

TUJ is looking to hire a full-time Visa Coordinator to support our rapidly growing number of international students. TUJ has more than 2,500 visa-sponsored students in the undergraduate and graduate programs. Our visa sponsored students are predominantly long-term degree-seeking students who will graduate from TUJ. The visa coordinator will assist students with various visa applications (new student visa, switching sponsorship, and visa extension), and work with students to maintain their visa status while in Japan. The visa coordinator is responsible for understanding and explaining Japanese immigration laws and TUJ visa regulations, and monitoring students to make sure they are following these policies.

About the Office of Students Services and Engagement (OSSE)

OSSE provides high-quality services to TUJ's diverse student population to support their success and well-being as they become members of the university community. OSSE assists incoming students with student visa applications, financial aid, and housing and organizes orientations to help students adapt to the academic and social life at TUJ. OSSE also oversees student activities and events both on and off campus and works with Student Government and other student organizations to encourage social interaction among students.

See https://www.tuj.ac.jp/ug/student-services/index.html for more details.

PRIMARY RESPONSIBILITIES:

Individual Responsibilities

- Process student visa-related applications
- Assist students with extensions and status changes
- Assist students in complying with immigration and TUJ visa regulations
- Answer inquiries relating to visas and immigration-related matters

- Create and file immigration status reports
- Update the database with visa-related information
- Closely monitor for visa violations (registration check, landing permission expiration dates check, Job Hunting Visa related documents, etc.)
- Work with vendors who support the visa operation

Team Responsibilities

- Support New Student Welcome Week
- Assist with Student Activities
- Contribute to departmental initiatives and projects within OSSE

APPLICATION PROCESS:

- Review of applications will begin immediately with a preferred start date as soon as possible, ideally by February 1, 2027. Applications received before November 30, 2026 will be given priority review.

Apply for This Job:

https://tuj.bamboohr.com/careers/149?source=aWQ9Mg%3D%3D

*You will be directed to an external job platform, BambooHR.

Required application materials to be submitted:

1. A cover letter highlighting relevant experience and what appeals to you about the position,
2. A resume or curriculum vitae,
3. A list of two references with contact information.

Only those applicants who make it past the initial review will be contacted.

Temple University, Japan Campus is committed to equal employment, and to increase diversity and inclusivity in both its community and curricula. All qualified applicants shall have full and equal consideration for employment. The university does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law. Candidates who can contribute to the institution's goals are strongly encouraged to apply.

Required Skills

QUALIFICATIONS & EXPERIENCE:

- Bachelor's degree
- Minimum 3 years of professional work experience
- Fluency in both English (business level) and Japanese (JLPT N1)
- Ability to communicate effectively with immigration officers in Japanese (written and verbal) and with native English-speaking students
- Strong attention to detail, particularly in preparing official documentation
- Strong computer skills including database/CRM systems (Basic HTML or CSS knowledge a major plus) and Microsoft 365 (Teams, Forms and Power Automate)
- Proficiency in Microsoft Word and Excel (knowledge of VLOOKUP and other formulas is a plus)
- Demonstrate a strong understanding of CRM systems, including data structures, system rules, and workflows. Ability to understand how these functions interact to support operations, particularly how automated communications are triggered within the system and how system rules govern data progression.
- Well-organized and able to identify opportunities to improve processes
- Customer-oriented mindset and strong interpersonal skills
- Experience studying abroad and/or handling immigration and study abroad matters a plus

Company Description