



**Title:** Vietnam and China Programs Manager

**Job location:** Washington, DC

**Supervisor:** Director, Asia Programs

**Status:** Full-Time

**Start Date:** September 1, 2017

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### Description of the Organization

CET Academic Programs is a study abroad organization based in Washington, DC that has been developing and delivering innovative educational programs abroad since 1982. Originally "China Educational Tours," CET began operations in Beijing, later expanding to other cities in China and then to other countries around the world. Today, CET is staffed by over 60 full-time employees and offers semester and summer study abroad programs in Argentina, Brazil, China, the Czech Republic, India, Italy, Japan, Jordan, Taiwan and Vietnam, as well as short-term, customized programs worldwide.

CET is known for high program standards, strong academics, a nimble and collaborative approach to partnerships, and supportive student services. As the only US provider to house students with local roommates in each of its locations, CET integrates students into their overseas communities and facilitates development of lasting relationships with local hosts. As an environmentally conscientious organization, CET seeks to adopt sustainable measures across its operations. And through its commitment to inclusion, CET seeks and encourages the participation of students from diverse backgrounds, ensuring a welcoming, hospitable program environment that promotes student learning.

### Description of the Position

The Vietnam and China Programs Manager serves as a member of the CET Asia team, which is responsible for the operation of all CET programs in China, Taiwan, India, Japan, and Vietnam. Main responsibilities include recruiting, training and managing relevant program resident directors for the programs; representing these programs internally and externally; handling student, faculty and partner inquiries; providing oversight of program finances; serving as primary liaison between relevant program resident directors and US-based CET teams; handling all CET student-related emergencies at relevant programs and assisting on various marketing tasks. S/he must be capable of both working effectively as a part of that larger team, while systematically juggling a wide variety

of individual tasks.

CET is a dynamic and fast-paced organization. Thus it is expected that job duties will evolve and change and new opportunities will arise. The attributes of the ideal candidate are flexibility, enthusiasm, excellent time management skills, and the ability to work well with others.

## Responsibilities

### Staff Management

- Manage Vietnam and China program resident staff at 2-3 program sites. This responsibility includes all areas of management:
  - Recruiting and hiring candidates
  - Planning and implementing training
  - Conducting performance reviews
  - Providing guidance and vision
  - Scheduling regular one-on-one meetings
  - Monitoring performance
  - Responding to all questions and concerns and solving problems as they arise
  - Providing timely feedback on reports
  - Maintaining accurate hiring paperwork
- Advise relevant resident staff regarding student emergencies or special needs.

### Program Administration

- Work with the Director of Asia Programs and Director of Marketing to meet all enrollment goals.
- Work with the Student Services Teams to make admissions decisions that maintain student numbers while ensuring program quality.
- Participate in all Asia team tasks, from admissions to handling student and faculty questions.
- Cover for other staff when they are traveling or unavailable.
- Assist with all other unspecified Asia team tasks on an as-needed basis.
- Work with the Director of Asia Programs on strategic oversight of programs in terms of curricular offerings, program structure and staffing.
- Represent programs to the entire CET staff at in-house meetings or trainings.
- Represent program needs to the Administrative team, ensuring that program needs are met in internal policies and procedures.
- Conversely, represent Administrative team needs to program on-site staff, ensuring that overseas staff members are informed of and adhere to all policies and procedures.
- Assist the Director of Asia Programs with Program Completion Reports.
- Institute new student policies when necessary.
- Develop and execute short-term, customized programming with US partners as necessary.
- When necessary and possible, travel to Asia to meet with staff, visit programs and liaise with partners.

### Finance

- Serve as liaison between the Finance Manager and resident directors.

- Work with the Finance Manager to create accurate and competitive pricings for relevant programs.
- Strategize with the Director of Asia Programs to ensure the financial viability and success of programs.
- Work with resident and program directors to develop program budgets each term and get operating wires to overseas staff.
- Review and respond to all resident staff accounting reports.

#### Marketing

- Compile all necessary information for relevant programs in the Programs Database on an annual basis.
- Work with the Director of Marketing to ensure program messaging for marketing materials aligns with program goals.
- Work with Director of Marketing to implement marketing strategies for custom programs.
- When necessary represent Asia programs at conferences, on group site visits, and at CET's annual conference, RD Gras.
- Assist with and participate in other marketing tasks, on an as-needed basis.

#### Partner Relationship Management

- Assist the Director of Asia Programs in host university relationship management. Work with other Programs Managers to maintain these relationships, and plan and implement hosting events when partners visit the United States.
- Work with Campus Relations Managers to maintain and advance relationships with US partner institutions:
  - Liaise with Campus Relations Managers about specific schools and/or students.
  - With Campus Relations Managers, visit partner institutions when necessary to discuss programs and/or conduct pre-departure orientations or re-entry meetings for students.
  - With Director of Institutional Relations, arrange visits to partner institutions by overseas staff when applicable.
  - Maintain relationships with faculty in relevant areas of study, if applicable, and connect Campus Relations Managers with relevant faculty for continued outreach.

#### Requirements, in Order of Priority

- MA in Asian Studies or other relevant discipline. (Outstanding candidates with BA's will be considered.)
- 2 to 3 years management experience. Excellent management and organization skills.
- Superior interpersonal, written and verbal communication skills.
- Advanced-level to near-native language skills in an Asian language
- 3 to 5 years work experience, preferably with a study abroad or related organization.
- Experience in Asia and knowledge of the study abroad field.
- Ability to represent CET effectively with authority and poise to faculty, study abroad staff, US partners, overseas partners, and students.
- Strong problem solving skills and the ability to analyze and synthesize information.
- Ability to set and manage conflicting priorities, work efficiently in a fast-paced environment,

- and complete multiple projects under time pressure.
- Strong computer skills (Word, Excel, databases).
- Willingness to wear different hats, and a sense of humor.

## Salary and Benefits

CET offers an excellent compensation package which includes:

- Salary commensurate with experience.
- A comprehensive benefits package.
- 8 weeks of paid Parental Leave (maternity & paternity)
- 5 weeks of Paid Time Off, to start
- 401K retirement plan
- Health and life insurance options
- Employee assistance program
- Travel and education-in-service opportunities
- Professional membership in the International Airlines Travel Agent Network
- Special bonuses that may be earned for profit sharing, employee referrals or benchmark anniversaries

This position is for employment within the United States. Please note that our company does not sponsor US employment visas. Also, the successful completion of a background check is required for this position

## To Apply

Our company is committed to diversity, and we work hard to maintain a welcoming, non-discriminatory office culture. We welcome qualified applicants of all backgrounds to apply to our openings. It is our policy to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law.

Qualified candidates should submit the following:

- Résumé.
- Formal cover letter that outlines the position to which you are applying (China Programs Manager), your qualifications and experience, and where you first heard about the position.
- List of three references.

*Applications missing any of these components will not be considered.*

Send application materials via mail or e-mail (as Word or PDF attachments) to:

Adam Jones  
Director, Asia Programs

CET Academic Programs

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[jobs@cetacademicprograms.com](mailto:jobs@cetacademicprograms.com) (Please put "Vietnam and China Programs Manager" in the subject line.)