



Title: High School/Pre-College Manager
Job location: Washington, DC
Supervisor: Director, High School & Pre-College Division
Status: Full-Time
Start Date: December 11, 2017

Description of the Organization

CET Academic Programs is a study abroad organization 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 locations around the world. Today, CET offers a varied portfolio of semester, summer, and short-term customized programs in Asia, Europe, Latin America, and the Middle East for college, high school, and pre-college students.

CET is known for high program standards, strong academics, a nimble and collaborative approach to partnerships, and supportive student services. Through elements such as field-based course components, internships, community-based learning, and housing with local roommates, CET strives to integrate students into the local community and facilitate lasting relationships with hosts. As an environmentally conscientious organization, CET aims 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 High School/Pre-College Manager serves as the frontline operations staffperson for the CET High School/Pre-College (HSPC) Division. The manager works closely with the director of the division and also with the student services team and regional program managers to develop, enroll, and deliver programs. Main responsibilities include representing CET for recruitment of prospective students; responding to student, parent, and partner inquiries; coordinating the admissions and predeparture processes; assisting on various hiring and marketing tasks, supporting staff and programs abroad including the handling of student-related incidents at relevant programs, and participating in program development activities. S/he must be capable of 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 and the high school/pre-college division is poised for growth. Thus, it is expected that job duties will evolve and opportunities for professional advancement may arise over the course of the next few years. Attributes of the ideal candidate are flexibility, enthusiasm, excellent time management skills, and the ability to work well with others.

Responsibilities

Recruitment and Marketing

- Work with HSPC Director and Director of Marketing to meet enrollment goals
- Represent CET at recruiting events to obtain contact information for inquiries
- Host information sessions for prospective students and parents
- Visit high schools and relevant organizations to present CET programs
- Compile information for HSPC programs in the Programs Database on an annual basis
- Work with marketing team to ensure website and print materials are up to date
- Maintain and update competitor information; market research for program development

Admissions and Predeparture Processes

- Work with HSPC and student services director on admissions processes and procedures
- Respond to student, parent, and partner inquiries, primarily via phone and email
- Advise students on the application, financial aid, and visa processes
- Review completed applications and make admissions decisions
- Develop accurate and compelling predeparture materials, including orientation videos and Terra Dotta material; conduct predeparture orientations in person and through webinars
- Collaborate with student services team to utilize and customize CET-wide systems

Program Administration and Support

- Collaborate with regional program managers on existing and new HSPC locations
- Manage group flight process with travel agent and students/parents
- Assist in hiring group leaders and resident assistants
- Liaise with program managers and overseas staff to prepare for the students' arrival: coordinating housing, course enrollments, and other on-site logistics
- Communicate with students, parents, partners, and overseas staff to arrange accommodations for students with disabilities and living/learning needs
- Coordinate with CET's international insurance provider to manage coverage information, enrollment of students in the plan, and response to parent inquiries
- Advise relevant resident staff regarding student incidents, emergencies, or special needs
- Communicate with partners and parents about student issues and support
- Work with overseas staff to ensure accurate academic reporting and timely distribution of students' official transcripts
- Assist the director of high school/pre-college division with Program Completion Reports
- Work with finance manager and the director on budgets and pricing for HSPC programs

Requirements

- BA in related discipline; MA preferred
- Experience studying, working, or living in an intercultural setting and enthusiasm for the positive impact of international/intercultural programs
- At least three years of work experience, preferably with a study abroad or education-related organization
- Understanding of the needs of high school students and their parents
- Ability to represent CET professionally and effectively to prospective students, parents, high school teachers and staff, and US partners.
- Superior interpersonal, written, and verbal communication skills
- Cultural sensitivity and commitment to the values of access and inclusion
- Superior organizational skills and attention to detail
- Ability to set and manage conflicting priorities and work efficiently in a fast-paced environment
- Experience with the Microsoft Office suite (Word, Excel, PowerPoint, Outlook); experience with Terra Dotta and/or Salesforce preferred
- Willingness and ability to travel domestically several weeks a year and occasionally internationally

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

This position is for employment within the United States. Please note that our company does not sponsor US employment visas.

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 (HSPC 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.

Please send application materials (as Word or PDF attachments) via email to:

Laurie Black
Director, High School/Pre-College Division
Email: jobs@cetacademicprograms.com

Please include the job title in the subject line. Application materials must be received by **November 3, 2017**. The successful completion of a background check is required for this position.