Title:	Jordan Resident Director, Student Life
Job location:	Amman, Jordan
Supervisor:	Middle East Programs Manager
Application Deadline:	March 4, 2018
Dates:	May 2018 - June 2020

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, and today offers a varied portfolio of semester, summer, and short-term customized programs for college, high school, and pre-college students in Asia, Europe, Latin America, and the Middle East. Known for strong academics, professional program management, and supportive student services, CET strives to integrate students into their host communities, adopt environmentally conscientious practices, and promote diversity and inclusion across all programs.

Description of the Position

The Resident Director, Student Life (RDSL) reports to the Middle East Programs Manager in DC and works closely with the Jordan onsite team to operate CET Jordan's year-round programs: *Intensive Arabic Language* and *Middle East Studies & Internship*. The RDSL is a dynamic position that balances student support and program administration.

Major responsibilities include managing student health and safety concerns, responding to emergencies, and advising students on non-academic matters. In addition, the RDSL liaises with CET's host university partner and administers CET's branch company in Jordan, managing accounts and hiring procedures. The RDSL also plays a role in representing CET to visiting study abroad administrators and faculty.

The Jordan onsite team consists of the Academic Director (AD), Resident Director, Logistics (RDL), and Resident Director, Student Life (RDSL). All teammates work closely together to achieve program goals. The RDSL oversees student health and safety, and works closely with the AD to seamlessly manage student academic experience and student life. The RDSL partners closely with the RDL to seamlessly manage program operations and student communication in addition to emergency response.

Responsibilities

Student life
- Be on call 24 hours a day / 7 days a week for emergencies.
- Respond to and manage emergencies and crises onsite, manage messaging & emergency communication, collaborate with RDL on safety and security decisions
- Respond to student concerns regarding health, safety, adjustment, and other issues
- Maintain office hours, meet one-on-one with students, and counsel students as needed, both formally and informally
- Partner with AD to manage documented academic accommodations
- Design and implement each semester's orientation sessions in collaboration with AD & RDL; manage other student meetings as needed
- Serve as language and culture resource to students
- Support academic and cultural programming and suggest activities that correspond to program goals
- Maintain and enforce language pledge
- Collaborate on faculty-led/custom programming in Jordan

Program Administration
- Manage ATA's branch company in Amman
- Collaborate with CET DC staff to negotiate new contracts and agreements when necessary
- Coordinate local hires
- Manage branch company finances and accounts
- Communicate frequently with CET DC staff regarding legal issues
- Liaise with CET's host university to ensure that student facilities meet CET needs and standards

Serve as a liaison/ Marketing
- Communicate frequently with the greater Jordan team; submit materials and reports to Middle East Program Manager.
- Coordinate site visits in collaboration with AD & RDL
- Represent CET to faculty and study abroad administrators and promote CET at conferences as needed

Requirements, in Order of Priority

- A Master's degree in a relevant discipline (exceptional candidates with BA's will be considered).
- [Superior oral proficiency](#) in English, excellent writing skills
- +2 years of professional or academic experience in the Middle East.
- +3 years of experience working with university student populations
- [Advanced-mid or higher oral proficiency](#) in Modern Standard Arabic and Levantine Dialect, excellent writing skills
- Cultural sensitivity and experience working with students of diverse backgrounds
- Excellent management and organizational skills
- Demonstrated experience working on a team
- A commitment to education and study abroad
- A willingness to wear different hats and work long hours
- Experience working with accounting/business management

Compensation

The Resident Director Student Life is a challenging position, and CET firmly supports a healthy work-life balance and provides generous paid time off and professional development opportunities. Salary is commensurate with experience.

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.

Final hires are contingent on a successful background check.

Apply by **March 4, 2018**.

Qualified candidates should submit the following documents:
- Résumé.
- Formal cover letter that outlines the position to which you are applying (Jordan Resident Director, Student Life), 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 email (as attachments) using the subject line "Jordan Resident Director Student Life" to:

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