



Title	Student Services Coordinator, Asia Programs
Job location	Washington, DC
Status	Full-time
Supervisor	Amy Roshannon, Director of Student Services
Anticipated Start Date	Early December 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 Student Services Coordinator is part of CET’s Student Services team. This team actively supports CET’s mission by providing comprehensive support services that prepare students academically, culturally and personally for their program abroad. The Student Services team builds an active partnership with fellow CET colleagues in DC and around the world, as well as with university partners. Student Services seeks to understand the needs of students and partner universities and how to best support those needs. The team’s broad range of support services seek to enhance the quality of CET programming, facilitate retention and optimize the student experience.

CET has 6 Student Services Coordinators who are involved with the day to day operations of programs. Each SSC has a portfolio of semester and summer programs in a designated geographic region(s), as well as a portfolio of worldwide customized programs (Journeys). This SSC position would primarily work with our Asia programs team, having a portfolio of programs in China, Japan, Vietnam, India, and possibly other countries, as needed.

The SSC primarily works with students via telephone and email correspondence to provide program information and guidance during the application and pre-departure processes. The SSC plays a key role in the admissions process, engaging in student outreach efforts to ensure the enrollment of programs. While SSCs have their own portfolio of programs, the Student Services team is very collaborative and SSCs are expected to assist students and partner universities participating on all programs.

Areas of Responsibility

Admissions & Student Support Services

- Work directly with students, via telephone and email correspondence, to provide program information (academic offerings, housing options, program costs, scholarship availability, etc.) and guidance on the application process.
- Engage in student outreach to facilitate program enrollment.
- Review applications and participate in the Admissions process.
- Manage and coordinate the daily communication between the DC and overseas offices for designated programs.
- 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, university partners, and overseas staff to arrange accommodations for students with disabilities and living/learning needs.
- Collaborate with other CET staff on the production of all pre-departure materials, including orientation videos and Terra Dotta materials.
- Assist students with visa application procedures including preparing materials and answering student inquires.
- Keep abreast of visa regulations and procedures for designated country/region and maintain necessary consular relationship for procuring student visas.
- Liaise with CET's international insurance provider, managing coverage information, enrolling students in the plan, and answering student inquiries.
- Work with overseas staff to ensure accurate academic reporting and timely distribution of students' official transcripts.

Finance & Marketing

- Assist in the management of student financial records.
- Collaborate with the Billing Coordinator on the creation of student invoices, university billing arrangements and the collection of payments.
- Advise students on program costs, scholarship availability and payment options.
- Assist Program Managers with populating program information on internal platforms for marketing purposes.
- Represent and promote CET programs at partner universities and conferences, as needed.

Requirements

- Bachelor's degree.
- Experience living, working, and/or studying abroad in Asia, preferably in China, Japan, Vietnam and/or India.
- Knowledge of the study abroad field required; one to two years of experience working in the field of international education and/or working with students preferred.
- Experience with study abroad software, preferably StudioAbroad/Terra Dotta.
- Cultural sensitivity and experience working with students of diverse backgrounds.
- Ability to establish and maintain positive professional relationships and communicate effectively with colleagues, students, and staff.
- Excellent verbal and written communication skills and telephone demeanor.
- Superior organization skills and attention to detail.
- Strong time management skills; ability to manage conflicting priorities.
- Ability to take initiative and use good judgement when solving problems.
- Experience with the Microsoft Office suite (Word, Excel, PowerPoint, Outlook).
- Patience, flexibility, positive attitude, and a sense of humor.

Salary and Benefits

CET offers an excellent compensation package which includes salary plus:

- 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, based in CET's Washington D.C. office. Please note that our company does not sponsor US employment visas. 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 (Student Services Coordinator, Asia Programs), 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 Word or PDF attachments) to:

Amy Roshannon
Director of Student Services
Email: jobs@cetacademicprograms.com

Application materials must be received by November 12, 2017.