



Title Assistant Director of Student Services

Job location Washington, DC

Status Full-time

Supervisor Amy Roshannon, Director of Student Services

Anticipated Start Date February 2019

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 around the world for college, high school, pre-college and gap year 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 Assistant Director of Student Services will manage the Student Services team. This team actively supports CET’s mission by providing comprehensive support services that prepare students academically, culturally and personally for their programs abroad. The team’s broad range of support services seek to enhance the quality of CET programming, facilitate student retention initiatives and optimize the student experience.

The Assistant Director will supervise six Student Services Coordinators (SSCs). Each SSC has a portfolio of semester, summer and short-term customized programs in designated countries, and works with students via telephone and email, advising them on program information and providing guidance during the application and pre-departure processes. The SSC plays a key role in the admissions process, reviewing

applications and engaging in student outreach efforts to ensure the enrollment of programs. The Assistant Director will provide daily oversight of the SSCs, supervising their front line interaction with student applicants, overseeing admissions and advising, and monitoring enrollment numbers. The Assistant Director will provide mentorship, feedback, and ongoing training to the SSCs, as well as facilitate collaboration between the SSCs and their respective Programming team colleagues.

The Assistant Director will collaborate with the Director of Student Services on admissions and communication outreach strategies, and will work with the SSCs to implement the strategies when interfacing with students, parents, and partners. The Assistant Director will ensure consistent and accurate messaging across all facets of the student applicant experience—from initial interest, to acceptance, to departure.

Areas of Responsibility

Management & Training

- Manage a team of SSCs.
- Mentor the SSCs by providing ongoing training on relevant topics in the field, identifying areas for professional growth, and assessing pathways for talented team members within the organization.
- Collaborate with the Director of Student Services to recruit and hire new SSCs as needed, and recommend avenues for growth on the team.
- Develop and implement a training program for new SSCs.

Admissions & Advising

- Maintain superior admissions and advising standards within the Student Services team.
- Ensure accurate and consistent communication to students during the application and pre-departure processes.
- Work with the SSCs throughout the admissions process by weighing in on admissions decisions and reviewing applications with academic or judicial concerns.
- Organize student outreach initiatives among the SSCS to engage and retain applicants
- Work with the Director of Student Services and other teams at CET to develop/implement strategies related to applicant communication and retention.
- Assist the SSCs with advising and arranging accommodations for students with disabilities and living/learning needs.
- Facilitate collaboration between the Student Services and Programming teams on the development of student resources and communication with overseas staff.
- Oversee the production of pre-departure guides and materials, collaborating with Marketing, Programming and Academic Affairs.
- Work closely with the Director of Student Services on processes and projects as needed.

Systems

- Manage the application and pre-departure process using the Terra Dotta software.
- Ensure consistency in all SSC communications and in resources provided to students using Terra Dotta, Sway, Igloo and other platforms as necessary.

- Monitor student enrollment numbers and trends using Salesforce.
- Complete performance reviews and goal setting for SSCs using Namely.

Requirements

- Bachelor's degree. Master's in Higher Education Administration, International Education, or other related area preferred.
- Excellent management skills. Ability to lead a team.
- At least five years of experience working in the field of Study Abroad, preferably in a University's Study Abroad Office.
- Experience living, working and/or studying abroad.
- Proficiency with the Terra Dotta (TDS) software.
- Cultural sensitivity and experience working with/advising students of diverse backgrounds.
- Ability to establish and maintain positive professional relationships and communicate effectively with students, parents, university partners, and CET staff in the US and overseas.
- Excellent verbal and written communication skills and interpersonal skills.
- Experience handling difficult conversations with students and parents, and the ability to coach staff on how to navigate these situations.
- Superior organization skills and attention to detail.
- Strong time management skills; ability to manage conflicting priorities.
- Experience with Office 365 (Word, Excel, PowerPoint, Outlook, Teams, Sway).
- Experience with other tech platforms used by CET (Salesforce, Igloo, Namely) is a plus.
- 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 (Assistant Director of Student Services), 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 January 15, 2019.