



**Title** Student Services Coordinator, Italy Programs

**Job location** Washington, DC

**Status** Full-time

**Supervisor** Amy Roshannon, Director of Student Services

**Anticipated Start Date** February 2019

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### 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 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 maintains 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 how to best support those needs. The team's broad range of support services seek to enhance the quality of CET programming, facilitate student retention and optimize the student experience.

CET has 6 Student Services Coordinators, each with a portfolio of semester, summer and short-term customized (Journeys) programs in designated countries. This SSC position will mainly work with CET programs in Italy, but another country may be added to the advising portfolio.

The SSC primarily 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. 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 & Advising*

- Work directly with students, via telephone and email, advising them on program information (academic offerings, housing options, program costs, scholarship availability, etc.) and providing guidance throughout the application and pre-departure processes.
- Engage in student outreach to facilitate program enrollment.
- Oversee the application process (in the Terra Dotta system), reviewing student applications and making admissions decisions.
- Communicate with students, university partners, and overseas staff to arrange accommodations for students with disabilities and living/learning needs.
- Assist students with visa application procedures including preparing materials and answering student inquiries; keep abreast of visa regulations and procedures for designated country.
- Liaise with the Scholarship & Finance Coordinator on the management of student financial records
- Create pre-departure guides and materials, collaborating with Programming and Marketing.
- Liaise with Program Managers and overseas staff to prepare for the students' arrival: coordinating housing, course enrollments, and other on-site logistics.
- Liaise with CET's international insurance provider, enrolling students in the plan and answering student/parent/partner inquiries.
- Visit university partners, as needed, to conduct information sessions, pre-departure orientations and visa advising sessions with students.
- Work closely with other SSCs and the Director of Student Services on processes and projects as needed.

## Requirements

- Bachelor's degree.
- 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.
- Experience living, working, and/or studying abroad, Italy preferred.
- Experience with the Terra Dotta system.
- 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 telephone demeanor.
- Superior organization skills and attention to detail.

**CET Academic Programs | 1155 Connecticut Ave. NW, Suite 300 | Washington, DC 20036**  
**[www.cetacademicprograms.com](http://www.cetacademicprograms.com) | 1.800.225.4262 | [cet@cetacademicprograms.com](mailto:cet@cetacademicprograms.com)**

- Strong time management skills; ability to manage conflicting priorities.
- Ability to take initiative and use good judgement when solving problems and navigating difficult situations/phone calls with students/parents.
- Experience with Office 365 (Word, Excel, PowerPoint, Outlook, Teams, Sway).
- Experience with other tech platforms used by CET (Salesforce, Igloo) is a plus.
- Enthusiastic about study abroad and able to convey that to prospective students.
- 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, Italy 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](mailto:jobs@cetacademicprograms.com)

**Application materials must be received by January 4, 2019.**

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