



Title	Student Services Coordinator
Location	Washington, DC
Status	Full-time, salaried, non-exempt
Supervisor	Assistant Director of Student Services
Target Start Date	February 2022

Salary and Benefits

CET is committed to work/life balance and the standard work week here is 36 hours. If you're hired, this is what we'll offer you with a few of our benefit highlights:

- Salary starting at \$43,000 commensurate with experience
- 27 days of Personal Time Off, 9 holidays, and 3 volunteer days, all fully paid
- 8 weeks of paid Parental Leave (any parent, birth or adoption)
- 50% 401K match up to the first \$14,800 of an employee's contribution
- Up to \$100 per month in transit or parking benefits matched by ATA
- And of course: medical, dental, vision, LTD, Life, and FSA benefits

Description of the Organization

CET Academic Programs is a study abroad organization that has been developing and operating 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 customized programs around the world for college, high school, pre-college, and gap year students.

CET is known for strong academics, professional program management, a nimble and collaborative approach to partnerships, and supportive student services. Through elements such as field-based course components, internships, and housing with local roommates, CET strives to integrate students into the local community and facilitate lasting relationships with hosts. Through its commitment to equity and inclusion, CET seeks and encourages the participation of students from diverse backgrounds and strives to create program environments that foster critical thinking about power structures and an appreciation of difference. And as an environmentally conscientious organization, CET aims to adopt sustainable measures across its

operations.

Description of the Position

The Student Services Coordinator (SSC) is part of CET's Student Services team. Through proactive and inclusive advising, the Student Services team equips students to study abroad. We serve as the bridge between the program on-site and the student pre-departure, delivering prepared students to our colleagues abroad, so they can maximize their study abroad experience. This team actively supports CET's mission by providing comprehensive support services that prepare students academically, culturally, and personally for their time 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. The Student Services team seeks to understand the needs of students and how to best support those needs. The team's broad range of support services enhance the quality of CET programming, facilitate student retention, and optimize the student experience.

The Student Services team is enthusiastic about education abroad and values authentic, transparent, and proactive communication; diversity, equity, and inclusion; and support and retention. Each SSC has a portfolio of semester and summer programs in designated countries. We operate college programs in: Greater China (Beijing, Harbin, Kunming, Shanghai, Taiwan), Brazil, Colombia, the Czech Republic, Italy, Japan, and Jordan.

The SSC works with students via telephone, email, and Zoom, 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 communicate effectively with their home institutions.

Areas of Responsibility

Admissions, Advising, & Retention

- Work directly with students, via Zoom, 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.
- Oversee the application process (in the Terra Dotta system), creating application materials, 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 & Records Coordinator on the management of student financial records.
- Create pre-departure guides and materials, collaborating with the Programs team and Marketing.
- Collaborate with Program Managers and overseas staff to prepare for the students' arrival, coordinate housing, course enrollments, and other on-site logistics.
- Liaise with CET's international insurance provider, enrolling students in the plan and answering

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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 Assistant 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 college students.
- Experience living, working, and/or studying abroad.
- Experience with the Terra Dotta system.
- Cultural sensitivity, experience working with/advising students of diverse backgrounds, and a commitment to Diversity, Equity, and Inclusion.
- 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.
- 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.

To Apply

At ATA, we don't just accept difference, we celebrate it. We use our diverse backgrounds and perspectives to our benefit by enriching our stakeholders and ourselves. ATA is proud to be an equal opportunity workplace. We are committed to equal employment opportunity regardless of race, color, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity, Veteran status, genetic information or any other protected characteristic under applicable law. If you have a disability or special need that requires accommodation, please let us know.

Qualified candidates should submit the following materials:

- Résumé
- Cover letter

Application deadline: We encourage applicants to send their materials as soon as possible and before our final deadline on **January 3, 2022**.

Send application materials via email to jobs@academic-travel.com and include “Student Services Coordinator” in the subject line. Applications missing any of these components will not be considered. The successful completion of a background check, including three professional/academic references, is required for this position.

To all recruitment agencies, ATA does not accept agency resumes. Please do not forward resumes to our jobs, ATA employees or any other company location. ATA is not responsible for any fees related to unsolicited resumes.