



<b>Position Title</b>	Senior Program Coordinator
<b>Department</b>	CET Italy
<b>Status</b>	Full-time, 1-year contract
<b>Location</b>	Florence, Italy
<b>Supervisor</b>	Florence Resident Director
<b>Anticipated Start</b>	November or December 2022

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### **Salary & Benefits**

This position is hired in Italy by Italica Academy srl, the partner organization of CET Academic Programs (CET) and Academic Travel Abroad, Inc. (ATA). Established in 1998, Italica Academy specializes in operating educational programs in Italy. CET and Italica Academy have worked together to operate study abroad programs in Italy since 2001.

If you're hired, this is what we'll offer you with a few of our benefit highlights:

- Salary range: €21,000 - 26,000 net per year; offered salary is commensurate with experience
- 26 days of Personal Time Off, 12 holidays, all fully paid
- 5 months of paid parental leave (any parent, for birth or adoption)
- Annual insurance for work-related injuries

### **Description of the Position**

The Senior Program Coordinator is primarily responsible for supporting the operation of CET Florence programs. The Senior Program Coordinator also supports custom, faculty-led programs which typically operate between May and July. The Senior Program Coordinator may be asked to lead a custom program based at CET Siena or another city outside of Florence.

The Senior Program Coordinator reports to and works in close collaboration with the Florence Resident Director, helping in the areas of student life, such as orientation, student health, wellness and safety, student advising, and activity planning. This position will also collaborate with academic staff on student issues that are both academic and personal in nature.

Attributes of the ideal candidate are flexibility, dedication, and enthusiasm for working with students and for the field of study abroad. Candidates are advised that this is a time-consuming, challenging position. CET is looking for a candidate willing to commit to a 1-year contract.

### **What you'll do...**

#### *Program Operations & Implementation, Policies and Procedures*

- Assist Resident Director in arranging engaging extra-curricular activities and excursions
- Assist Resident Director in arranging volunteer opportunities for students
- Attend student activities and excursions, including during evenings and weekends when necessary
- Assist Resident Director and Housing Coordinator with student housing issues
- Adhere closely to CET policies and procedures
- Coordinate student arrivals
- Contribute to student orientations
- Coordinate permesso di soggiorno process
- Adhere to program budget

#### *Student Advising and Support*

- Serve as on-going resource for questions relating to student life in Italy, such as roommate issues, and language and culture questions
- Maintain high level of visibility and accessibility to students, via regular office hours, communication, and a welcoming demeanor
- Serve as a linguistic and cultural resource
- Review and update student resources
- Respond to emergencies and incidents, managing messaging and communication while collaborating with on-site and US-based staff
- Be on call 24 hours a day, 7 days a week for emergencies on a rotating basis
- Represent student needs to CET and home institutions

#### *Collaborating with Academic Staff*

- Collaborate with Academic staff on student issues that are both academic and personal in nature

#### *Communicating with Headquarters*

- Maintain close communication with headquarters regarding any student, partner, or staff issues that arise
- Utilize Terra Dotta to review student reports and file detailed incident reports
- Offer effective responses to issues identified in program evaluations
- Contribute to thoughtful final report each term, identifying challenges and suggesting solutions

### **We're looking for...**

- Bachelor's degree
- European Union citizenship or permit to work in Italy
- Flexibility to work at CET Siena or another location outside Florence during the summer term (May-

July) is preferred, but not required

- Experience living, working, and/or studying abroad in Italy, preferably in Florence
- Professional experience in the field of study abroad (at least 3 years preferred)
- Experience advising students, preferably in a US-Italy cross-cultural context
- Fluency in Italian and English
- Cultural sensitivity and a commitment to Justice, Equity, Diversity, and Inclusion.
- Ability to establish and maintain positive professional relationships and communicate effectively with colleagues, students, and staff
- Excellent time management skills and ability to manage conflicting priorities
- Ability to take initiative and use good judgement when solving problems
- Experience with Office 365 (Word, Excel, PowerPoint, Outlook, Teams), Terra Dotta, and Canvas preferred, but not required
- Willingness to wear different hats and occasionally work irregular hours
- Patience, flexibility and a positive attitude

## To Apply

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 best consideration date of **October 16**. The final deadline is **October 23**.

Send application materials via email to [jstern@cetacademicprograms.com](mailto:jstern@cetacademicprograms.com) and include "Senior Program Coordinator" in the subject line. Applications missing any of these components will not be considered. The successful completion of a background check is required for this position.

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

## Our Commitment to Diversity

At CET/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. CET/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.

## **COVID-19 Vaccination Requirement**

Italica Academy and CET/ATA have made the safety of our students, travelers, and colleagues, and our surrounding communities a top priority. As part of that commitment, all Italica staff are required to be fully vaccinated against COVID-19. Proof of full vaccination against COVID-19 will be required before the start date of employment in order to work at Italica. Requests for medical and/or religious exemption are accepted and are evaluated on a case-by-case basis. Failure to provide proof of COVID-19 vaccination or to obtain approval for a medical or religious exemption will result in the offer of employment being rescinded.

## **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 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 and an appreciation of difference. And as an environmentally conscientious organization, CET aims to adopt sustainable measures across its operations.

CET’s parent company, Academic Travel Abroad, Inc. (ATA) is an educational travel provider for many universities, cultural, and media organizations, as well as a growing number of commercial brands. Operating since 1950, ATA believes in celebrating and learning about diversity of people and cultures through travel and education. Our educational travel division is a leader in customized, branded, experiential travel and serves partners such as the Smithsonian Institution, NPR, Hearst, Zagat, Yale Alumni Academy, and the Massachusetts Institute of Technology. In this capacity, we are frequently the “brand behind the brand”. ATA also facilitates professional delegation travel in the fields of health, education, and law.