



<b>Title:</b>	Resident Director, CET Taiwan
<b>Status:</b>	Full-time, including some evenings, weekends, and on-call hours
<b>Job location:</b>	Taipei, Taiwan
<b>Supervisor:</b>	Senior Program Manager

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### **Salary & Benefits**

The salary range for this position is USD \$45,000-60,000 annually, commensurate with experience.

Benefits differ depending on the contract type and citizenship, but include generous paid leave, medical insurance, professional development opportunities, and more. Work visa sponsorship through CET is available for this position if required.

### **Description of the Position**

The CET Taiwan Resident Director (RD) is primarily responsible for managing all student life aspects of the CET Taiwan program. The RD works in close collaboration with the Interim Director, the Internships Director/Office Manager, who oversees the internship placement processes and general office management tasks, and the Program Coordinator(s). The RD reports to the supervising Senior Program Manager in Washington D.C.

The RD serves as CET's primary liaison for the program and communicates the needs of students with DC headquarters. While the faculty work directly with students on most academic issues, the RD handles all non-academic issues, such as on-site emergencies, orientation, excursions, housing, and general student advising. The RD meets frequently with students (both informally and during office hours) and helps manage CET's relationship with National Taiwan University's Chinese Language Division (NTU CLD) and our other local partners. The RD also has duties related to custom programs, which operate on a case-by-case basis.

### **Responsibilities**

#### *Program Design (30%)*

- Design and run each semester's orientation sessions; manage other student meetings as needed
- Lead innovative student extracurricular activities and program excursions
- Assist faculty with designing and implementing field-based course components
- Work closely with Program Coordinators to design housing plans and activities that encourage cross-cultural learning, self-sufficiency, and out-of-classroom use of Chinese language
- Work closely with the Housing Program Coordinator in housing selection, vetting, student placements,

and the local roommate program.

- Assist with planning and facilitation of short-term, faculty-led programs that may operate in Taiwan, distinct from the CET Taiwan standard program

#### *Student Advising and Support (30%)*

- Serve as the primary on-site resource for US students and local roommates
- Maintain high level of visibility and accessibility to students, via regular office hours, individual advising, cohort-wide communication, and disciplinary action
- Enforce CET policies among all program participants (Academic, Housing, Student Code, etc.)
- Serve as a linguistic and cultural resource; foster student self-reliance and connect students to local resources at NTU and throughout Taipei
- Respond to emergencies and incidents, managing messaging and communication while collaborating with on-site and US-based colleagues to support students and ensure that US partner expectations are being met
- Be on call 24 hours a day, 7 days a week for student emergencies
- Represent student needs to CET and our host institution, NTU CLD, articulating any proposed programmatic changes clearly and based on specific student feedback

#### *Liaising with Partners (20%)*

- Serve as the Head of the company's Representative Office in Taiwan, working with the Office Manager to complete annual tax filings and any other legal documents to Taiwanese authorities
- Serve as a CET representative to local partners, thoughtfully developing relationships and representing CET's priorities in growing and supporting quality programs in Taiwan
- Actively seek and develop new local partnerships that might support CET strategic goals
- Effectively represent CET to custom program faculty and/or US partner study abroad staff who might be visiting the program
- Maintain close working relationship with CET Taiwan colleagues and NTU staff through regular office hours, weekly meetings, and effective written and verbal communication
- When possible, represent CET at meetings and conferences

#### *Communicating with Headquarters (20%)*

- Maintain close communication with headquarters regarding any student, partner, or staff issues that arise
- Utilize Terra Dotta to review student profiles and file detailed incident reports
- Collaborate with Office Manager to record program expenses, monitor the term budget, and submit accurate expense reports at the end of each program term (three times per year)
- Work with the CET Director of Health & Safety to address student incidents and document incidents according to CET policies and US partner requirements
- Work with DC and on-site teams to maintain the CET Taiwan resources on Canvas, serving as an on-site leader in adopting the platform for academic and non-academic program components
- Help articulate CET's strategic plan in Taiwan, including identifying opportunities for program growth and improvement

### **Requirements**

- Advanced proficiency in Chinese and English
- At least two years of professional experience in Greater China; experience in Taiwan preferred
- Experience advising or mentoring undergraduate students, preferably in a cross-cultural context

- Bachelor's degree in Mandarin Chinese, international relations, East Asian Studies, or another relevant discipline
- Excellent management, administrative & organizational skills
- Experience with Office 365 (Word, Excel, PowerPoint, Outlook, Teams) preferred
- Experience with Canvas or a similar LMS preferred
- Ability to take initiative and use good judgement when solving problems
- Cultural sensitivity and experience working with students of diverse backgrounds
- Ability to handle emergencies with a calm demeanor, and serve as an authority figure to students
- Willingness to wear different hats and regularly work some nights and weekend hours to support program activities

## What We Are Looking For

Attributes of the ideal RD candidate are strong leadership skills, 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, with work often required on nights and weekends (time-shifting is employed for on-site positions to prevent burnout). We discourage those interested in pursuing their own research or other side projects in Taiwan from applying.

## To Apply

Qualified candidates should complete [our application](#) and upload the following materials in English:

- Cover letter
- Résumé

In the [application form](#), select "Resident Director Taiwan – CET Academic Programs" in the drop-down menu. Applications missing any of these components will not be considered. The successful completion of a background check, including professional/academic references, is required for this position.

Application deadline: We encourage applicants to send their materials as soon as possible and before our best consideration date of **November 25, 2022**.

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

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 CET 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 CET. 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, high school, 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.