



Position Title	Custom Programs Coordinator
Department	CET Programs
Location	Washington, DC (Hybrid work schedule of only 2 days in the office)
Status	Full-time, exempt
Supervisor	Custom Programs Senior Manager
Target Start Date	February/March 2023

Salary & Benefits

CET Academic Programs, a division of Academic Travel Abroad, Inc. (ATA), is committed to work/life balance and the standard work week here is 30 hours. If you're hired, this is what we'll offer you with a few of our benefit highlights:

- Salary: \$50,000
- At least 5 weeks of Paid Time Off
- 12 holidays, voting leave, and up to 24 hours of paid volunteer time
- 12 weeks of paid New Parent Leave (any parent, for birth or adoption)
- 50% 401(k) match of an employee's contribution up to \$7,400
- Up to \$100 per month in transit or parking benefits matched by ATA
- And of course: medical, dental, vision, Long-Term/Short-Term Disability, Life, and FSA benefits

Description of the Position

The Custom Programs Coordinator (CPC) serves as a member of the Custom Programs team of the CET Programs department and supports the administration of CET's custom programs. The CPC collaborates closely with the Custom Programs Senior Manager (CPSM) and Custom Programs Manager (CPM) through the entire process, from initial inquiry to program implementation to program follow up, working closely with the extended Programs team as well as onsite (host country) staff. The CPC focuses on internal university deliverables and support for custom programs, as well as external-facing student support as needed. CET's portfolio of custom programs may include programs at any of CET's international locations, and possibly other locations as well. The CPC works in partnership with CET colleagues across teams and also executes a variety of individual tasks.

CET is a dynamic and fast-paced organization. It is expected that job duties will evolve and change, and new opportunities will arise.

What you'll do...

Custom Programs Administration

- Support the administration of custom programs across the portfolio regardless of location, program type, or length.
- Work closely with the Custom Programs Senior Manager (CPSM) and Custom Programs Manager (CPM) to identify program needs and meet annual internal goals and external partner deliverables.
- Support the intake and exploratory conversations with potential custom programs partners.
- Research new opportunities and make recommendations on potential custom program development.
- Support the creation of first drafts for custom program proposals.
- Work with the CPSM and CPM to design and develop pre-program resources for faculty leaders and study abroad offices.
- Support the CPM, relevant Program Managers, and on-site team members on custom program logistics and researching local available resources.
- Support tracking and reporting mechanisms for custom programs.
- Track, manage, and analyze custom program evaluations.
- Support Annual Report data collection, analysis, and reporting.

Partner and Student Support Services

- Collaborate with the CPSM and CPM to ensure all contractual deliverables are met for each custom program's institutional partner.
- Review custom participant information in the Terra Dotta System (TDS), follow up with students on missing information, and notify the CPSM and CPM to arrange accommodations for participants with particular living/learning needs.
- Collaborate with the CPSM and CPM on the production of all partner-facing pre-departure materials, including itinerary drafts, orientation information, and Terra Dotta materials.
- Assist participants with visa application procedures including preparing materials and answering inquiries, as needed.
- Keep abreast of visa regulations and procedures for designated country/region and maintain necessary consular relationship, in collaboration with CET's Student Services Team, for procuring visas for custom programs.
- Liaise with CET's international insurance provider, managing coverage information, enrolling custom participants in the plan.
- Work with on-site staff to ensure accurate academic reporting for custom programs where CET provides grades.
- Represent CET with poise and authority to all external audiences, as necessary.

Finance

- Support custom financial tracking in Salesforce; collaborate with Billing to ensure timely creation and sending of institutional invoices and payment collection.
- Work with the CPM to research local costs to support accurate and competitive pricings for relevant custom programs.

Marketing

- Compile and track information for custom programs in Salesforce.
- In collaboration with CPM and Marketing team, support marketing strategies and communications plans for custom programs.
- When necessary, represent CET at conferences, on site visits, and at CET company meetings.

We're looking for...

- Bachelor's degree, in any field
- 2 years' work experience, preferably with a higher education, study abroad, educational exchange, or related organization.
- Excellent interpersonal skills and emotional intelligence
 - An ability to establish and maintain positive professional relationships and communicate effectively with colleagues, students, and staff
 - An ability to collaborate with culturally and geographically diverse colleagues
- Strong written and verbal communication skills
 - An ability to represent CET effectively with authority and poise to faculty, study abroad staff, US partners, host-country partners, and students.
- Strong problem-solving skills and the ability to analyze and synthesize information.
- Strong organizational skills
 - An ability to set and manage conflicting priorities, work efficiently in a fast-paced environment, and complete multiple projects under time pressure.
 - Strong computer skills (Word, Excel, databases, etc.)
- Knowledge of the study abroad field or of people-to-people exchanges
- Willingness to wear different hats, and a sense of humor.

To Apply

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

- Résumé
- Cover letter

In the [application form](#), select "Custom Programs Coordinator – DC" in the drop-down menu. Applications missing any of these components will not be considered.

The successful completion of a background check, including professional references, is required for this position.

Application deadline: We encourage applicants to send their materials as soon as possible and before our final deadline on **February 20, 2023 at 11:59 PM Eastern Time.**

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.

Our Commitment to Diversity

At CET/ATA, we don't just accept difference, we celebrate it. We use our diverse backgrounds and

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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 special need that requires accommodation, please let us know.

COVID-19 Vaccination Requirement

CET/ATA has made the safety of our students, travelers, and colleagues, and our surrounding communities a top priority. As part of that commitment, all ATA/CET staff are strongly recommended to be fully vaccinated against COVID-19.

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.

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, we believe in celebrating and learning about the 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.