



Position Title	Custom Programs Resident Director
Status	Full-time, onsite (some evening and weekends)
Location	Taipei, Taiwan
Supervisor	Senior Program Manager, CET Greater China
Anticipated Start	May 15, 2023

Salary & Benefits

The monthly stipend range for this position NT\$115,000-NT\$130,000 commensurate with experience.

Benefits include health insurance coverage, paid leave, and professional development opportunities.

Position Description

The Custom Programs Resident Director (CPRD) is an important, seasonal position with the CET Taiwan program team that supports the planning and facilitation of Taipei-based custom programs for CET's US partner universities. The CPRD will be the point-of-contact for US faculty leaders and students, ensuring the success of these short-term, undergraduate study abroad programs. When custom programs are not on the ground, the CPRD may also be responsible for supporting other team members on CET's standard semester programs as needed.

The appointment period is anticipated to begin **May 15, 2023**, and will involve a 90-day probationary period.

In addition to advance proficiency in Chinese and English, attributes of the ideal CPRD candidate are strong leadership skills, flexibility, dedication, and enthusiasm for working with students and for cross-cultural exchanges. Candidates are advised that this is a time-consuming, challenging position. We discourage those interested in pursuing additional employment or freelance projects to apply for this role.

Position Details

CPRD responsibilities include but are not limited to the following:

Program Operations & Implementation

- Contribute to itinerary development and all program planning, including finalizing all excursions, guest lecturers, housing, health and safety preparations and other logistics for short-term and faculty-led programs in Taiwan
- Attend all program-organized activities and excursions, including those that occur on evenings and weekends
- Facilitate program-led travel throughout Taiwan, often leading groups unfamiliar with the host language and culture
- Adhere closely to CET custom program policies and procedures
- Coordinate student and faculty arrivals into and departures from Taipei
- Contribute to the development and maintenance of a program budget and expense report, allocating funds according to budgeted amounts and staying mindful of budget constraints
- Maintain office hours and meet frequently with students to serve their needs

Student and Faculty Advising and Support

- Conduct orientations and serve as on-going resource for questions relating to health and safety, housing, language, and culture
- Maintain a high level of visibility and accessibility to students and faculty leaders
- Respond to emergencies and incidents, supporting students through physical and/or mental health issues and concerns
- Help students navigate local health resources, including going with students to hospitals as needed and assisting them in submitting insurance claims

Liaise with Partners

- Effectively represent CET to custom program faculty and/or US partner study abroad staff who might be a part of the custom program
- Actively seek and develop new local partnerships with vendors and local experts that might support the custom program and broader CET strategic goals

Communicate and Collaborate with Headquarters and Taipei-based Staff

- Collaborate closely with Taipei-based Residential and Academic staff, particularly on student issues and program planning that utilizes cross-program resources
- Maintain close working relationship through regular office hours, weekly team meetings, and effective written and verbal communication
- Maintain close communication with CET headquarters regarding any student, partner, or staff issues that arise
- Utilize Terra Dotta to review student reports and file detailed incident reports
- Write a detailed final report one month after the end of each custom program, identifying challenges and suggesting solutions

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Support the semester CET Taiwan program

- During slow periods for custom programming in Taiwan, the Custom RD is expected to support programming related to the semester CET Taiwan program
- Semester program support may include event planning and facilitation, health and safety student management, and conducting student check-ins

We're looking for...

- Bachelor's degree, in any field
- Advanced proficiency in Mandarin Chinese and English
- Professional experience working with students and/or travelers, preferably in a US-Taiwan cross-cultural context
- Significant experience living, working, and/or studying in Taiwan
- Professionalism with strong management and organizational skills
- Cultural sensitivity and a commitment to cross-cultural exchanges
- Ability to establish and maintain positive professional relationships and communicate effectively with colleagues, students, staff, and partners
- 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) and Terra Dotta preferred
- Willingness to serve in different roles and work occasional evenings and weekends
- When custom programs are operating, be on call in case of an emergency, 24 hours a day, 7 days a week
- Patience, flexibility, positive attitude, and a sense of humor

To Apply

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

- Cover letter
- Résumé or curriculum vitae

In the [application form](#), select "Custom Programs Resident Director - Taiwan" 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 by our priority deadline of **April 14, 2023**. Applications will be received until the position is filled.

To all recruitment agencies, CET/ATA does not accept agency resumes. Please do not forward resumes to our jobs inbox, 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 special need that requires accommodation, please let us know.

COVID-19 Vaccination Requirement

ATA/CET 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 encouraged 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.

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 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.