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Position Title	Manager of Student Services & Systems
Team	Student Services
Department	Enrollment & Engagement
Status	Full-time, salaried, exempt
Location	Washington, DC (Employees work a hybrid 2 days in the office/2-3 days remote.)
Supervisor	Director of Student Services
Anticipated Start Date	January/February 2025

Salary & Benefits

CET Academic Programs (CET), a division of Academic Travel Abroad, Inc. (ATA), is committed to work/life balance, and we engage in a reduced-hour workweek. If you're hired, this is what we'll offer you with a few of our benefit highlights:

- Salary: \$65,000 - \$70,000
- 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 Manager of Student Services & Systems will be an active leader on the Student Services Team (SST). They will manage the application platform, advise and support Latin America study abroad programs, serve as additional support to the Student Services Coordinators (SSCs) for their day-to-day operations, and supervise the SST Intern. The Manager will play a key role in the admissions process, reviewing applications and engaging in student outreach efforts to ensure the enrollment of programs for their portfolio, as well as helping to identify and implement best practices for workflow and advising for the team.

The Manager will be the primary team member familiar with the architecture and use of CET Compass, our Salesforce based application system. They will liaise with the Technology department to implement system updates and on-going development of our application platform. This will include identifying efficient workflows and student communication plans for the team. They will use their knowledge of Salesforce to help our team leverage tools such as dashboards, reports, and lists, to best execute our role and assist in communicating enrollment and student information to other CET teams.

The Manager will support the Director of Latin America programs and the on-site teams in Colombia and Brazil, ensuring excellent communication, and streamlining enrollment process for these programs. This includes managing pre-program timelines, language assessments, course placement, and assisting with housing logistics. They will also be responsible for advising and admissions for this portfolio. They will work with students via telephone, Zoom, and email, advising them on program information and providing guidance during the application and pre-departure processes.

The Manager will support the Director of Student Services with team leadership. They will serve as additional support to the SSCs and their front-line interaction with student applicants, supporting admissions and advising. They will also work with the Director on admissions and communication outreach strategies and will work with the SSCs to implement the strategies when interfacing with students, parents, and partners. They will ensure consistent and accurate messaging across all facets of the student applicant experience—from initial interest, to acceptance, to departure.

The SST actively supports CET's mission by providing comprehensive support services that prepare students academically, culturally and personally for their programs abroad. The SST administers the admissions process, enrollment, and registration, from application to arrival on-site. The team's broad range of support services seek to enhance the quality of CET programming, facilitate student retention initiatives and optimize the student experience.

What you'll do...

Application System Management (40%)

- Manage and serve as technical lead for Salesforce-based tools, such as CET Compass, for the the SST.
- Implement student engagement protocol through Salesforce to increase applicant conversion and retention.
- Regular creation and maintenance of reports, dashboards, and lists in Salesforce.
- Understand the platform's architecture to enable troubleshooting and efficiency.
- Collaborate with the Technology and Marketing teams to implement improvements and updates to CET Compass.
- Oversee student services and application updates to program information in Salesforce.

Latin America Portfolio Management, Admissions, Advising & Enrollment (35%)

- Work directly with students, via Zoom, telephone, text, and email, advising them on program information (such as academic offerings, housing options, program costs, scholarship availability,
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etc.) and provide guidance throughout the platform and pre-departure processes.

- Manage student applications and admissions for a portfolio of ET programs.
- Assist students with the visa acquisition process, prepare materials and answer student inquiries; keep abreast of visa regulations and procedures for designated country.
- Collaborate with Program Managers and on-site staff to prepare for the students' arrival, coordinate housing, course enrollments, accommodations for students with disabilities and living/learning needs, and other on-site logistics.
- Administer student language assessments
- Manage Latin America programs' Igloo (intranet) spaces and process for efficient communication between on-site staff, Washington, DC, and the Director of Latin America
- Maintain the CET Center in the Canvas platform and work with on-site teams to utilize this tool
- Manage course enrollment from selection through registration
- Ensure that program information is accurately shared internally and externally

Team Lead & Training (25%)

- Manage the Student Services Intern and their project assignments
- Mentor the SSCs by setting best practices for student services and process workflow
- Support the Director of Student Services to recruit and hire new SSCs as needed
- Assist with onboarding and training new SSCs.
- Document team processes for advising, admissions, and pre-departure preparation within our application platform and other internal systems.
- Ensure consistency in all SSC communications and in resources provided to students using Salesforce, Sway (Microsoft), Igloo (intranet) and other platforms as necessary.
- Coordinate student outreach initiatives among the SSCs
- Oversee the production of pre-departure guides and materials, collaborating with the Marketing, Programming and Academic Affairs teams.
- Work closely with the Director of Student Services on processes and projects as needed.

We're looking for...

A dynamic professional with the following skills and attributes:

- Bachelor's degree, in any field
- At least 4 years of professional experience – preferably in the field of International/Higher Education, Student Affairs, Admissions, Sales/Customer engagement
- Experience living, working and/or studying abroad
- An ability to quickly gain proficiency with Salesforce; prior experience is a plus
- Sharp analytical and problem-solving skills with the demonstrated ability to manage complex administrative procedures and implement efficient workflows for a team
- Excellent verbal and written communication skills and interpersonal skills
- A finesse in managing conflicting priorities through superior organization skills and an acute attention to detail
- Effective leadership and team-player talents
- Proficiency in a Latin American language (Spanish or Portuguese), a plus

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- Cultural sensitivity and experience working with/advising students of diverse backgrounds
- An ability to establish and maintain positive professional relationships and communicate effectively with students, parents, university partners, and CET staff in the US and on-site
- An ability to handle difficult conversations with students and parents, and the ability to coach colleagues on how to navigate these situations
- Experience with Office 365 (Word, Excel, PowerPoint, Outlook, Teams, Sway)
- Experience with Canvas, a plus
- Patience, flexibility, positive attitude, and a sense of humor

To Apply

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

- Résumé
- Cover letter

In the [application form](#), select “Manager of Student Services & Systems-CET”. 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 priority deadline on **December 15, 2024, at 11:59 PM EST.**

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 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 Recommendation

CET Academic Programs, and our parent company, 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/ATA staff are strongly recommended to be fully vaccinated against COVID-19.

Description of the Organization

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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 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.