



Position Title	Custom Programs Resident Director (multiple positions available)
Status	Full-time, temporary, on-site
Special Conditions	Must be on call on some evenings and weekends. When programs are operating, be on call in case of an emergency, 24 hours a day, 7 days a week
Locations	Beijing, China Shanghai, China
Supervisor	Senior Program Manager (US-based) or Assistant Director (US-based)
Contract Dates	Some flexibility within range April 2025 –September 2025

Salary

The monthly salary for the full-time position is \$4,000-\$5,000 USD commensurate with experience.

Description of the Position

The Custom Programs Resident Director (CPRD) will plan and implement customized programs developed specifically for various universities in the United States.

Attributes of the ideal CPRD candidate are strong leadership skills, flexibility, dedication, and enthusiasm for working with students and for cross-cultural exchanges. Candidates with deep familiarity of Beijing and/or Shanghai, and experience supporting foreign travelers in either location, will be prioritized.

Candidates are advised that this is a time-consuming position that requires strong communication skills and experience supporting first-time travelers to China.

What you'll do...

CPRD responsibilities include but are not limited to the following:

Program Operations & Implementation

- Contribute to all program planning, including finalizing all excursions, guest lecturers, housing, health and safety preparations and other logistics
- Attend student activities and excursions, including those that occur on evenings and weekends
- Adhere closely to CET custom program policies and procedures
- Coordinate student and faculty arrivals

- Handle appropriate funds and work according to a budget
- Maintain office hours and meet with students (required on some programs)

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, managing messaging and communication while collaborating with local and US-based staff

Communicating and Collaborating with Headquarters and Beijing/Shanghai-based Staff

- Collaborate closely with Beijing/Shanghai-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, team meetings, and effective written and verbal communication
- Maintain close communication with headquarters (US) regarding any student, partner, or staff issues that arise
- Utilize student management system to review student reports and file detailed incident reports
- Offer effective responses to issues identified in program evaluations
- Write a detailed final report within one month after the end of each custom program, identifying challenges and suggesting solutions for future program iterations

We're looking for...

- Advanced proficiency in Mandarin and English
 - Candidates must have an ability to communicate to local service providers and emergency personnel in Mandarin
 - Candidates must have an ability to give nuanced presentations and facilitate difficult conversations with both students and faculty in English
- Significant experience living, working, and/or studying in Greater China, preferably Beijing or Shanghai
- Bachelor's degree, in any field
- Professional experience working with students and/or travelers, preferably in a US-China cross-cultural context
- Strong time 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
- Ability to take initiative and use good judgement when solving problems
- Experience with Office 365 (Word, Excel, PowerPoint, Outlook, Teams)
- Willingness to support diverse programs and work 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, and positive attitude

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 either “Custom Programs Resident Director, Beijing-CET” or “Custom Programs Resident Director, Shanghai-CET” 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 deadline on **January 15th, 2025**

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.

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.