



Position Title CET Intern, Student Services

Department Student Services

Status Part-time, hourly, non-exempt

Location Washington, DC
(Employees work a hybrid 2 days in the office/2 days remote.)

Supervisor Manager, Student Services & Systems

Anticipated Start Date June 2025

Anticipated Duration 6 - 12 months

Schedule & compensation expectations

CET Academic Programs (CET), a division of Academic Travel Abroad, Inc. (ATA), is committed to work/life balance and the standard work week here is 30 hours. This internship position is part-time for 20-28 hours per week; core hours are expected to be 9:00 AM to 2:00 PM including lunch break. The compensation is \$20 per hour. The Student Services Team works remotely on Mondays and Thursdays and from the DC office on Tuesdays and Wednesdays.

Description of the Position

The CET Intern for student services will learn about the International Education field firsthand and play a key role in the daily workflow of a study abroad provider. They provide support for the Student Services Team, which includes a Director, Manager of Finance & Scholarship, Manager of Student Services & Systems, and four Student Services Coordinators (SSCs). This team actively supports CET's mission by providing comprehensive support services that prepare students academically, culturally and personally for their programs abroad. They administer the admissions process, enrollment and registration, from application to arrival on-site. The team's broad range of support services seeks to enhance the quality of CET programming, facilitate student retention initiatives and optimize the student experience.

The Intern will contribute to the SST responsibilities by engaging with students, fielding general questions, processing application materials, assisting SSCs and the Manager of Finance & Scholarships in application progress monitoring, and completing student resource-based projects.

What you'll do...

Daily Tasks & Responsibilities (40%):

- Manage the CET general inbox: read through all new student emails, respond or forward as appropriate.
- Manage the CET Applications inbox, process application materials received, respond with confirmation of receipt to students and SSC.
- Be the first contact on the general college phone line to answer questions or transfer to an appropriate SSC/CET contact.
- Assist with some application material review in Salesforce
- Follow up with students who are missing application materials such as Transcripts, and Study Abroad Office Approval.
- Call and engage inactive applicants
- Monitor recent application withdrawals and flag for follow-up as needed
- Support student billing and reservations by entering new students into Centaur, our reservation system

Getting to know CET/General Professional Development (10%):

- Opportunity for informational interviews with CET staff from across the organization
- Attend CET-wide meetings

Projects (50%):

- Student Services Projects (35%): example projects may include working on our Pre-departure Guides for students, reviewing and contributing to our JEDI (Justice, Equity, Diversity & Inclusion) resources, or doing research on one of our program locations.
- Other CET Projects (15%): assigned and managed by Programs, Academic, Institutional Relations, or Marketing departments.

Systems (Ongoing)

- Daily tasks and projects will work with several systems used by CET: Salesforce, Microsoft Outlook, Sway, Igloo, Centaur, and more.

We're looking for...

- An early career professional with an associate or bachelor's degree, in any field, or at least 2 years of college/higher education
- Effective verbal and written communication skills and interpersonal skills
- Excellent organization skills and attention to detail
- Cross-cultural awareness and sensitivity
- Experience participating in a study abroad or exchange program is preferred
- Interest in the field of International Education or global academic exchanges
- Experience with Microsoft applications (Word, Excel, PowerPoint, Outlook, Teams, Sway)
- Self-Motivation and ability to be a team-player
- Strong time-management skills
- Patience, flexibility, positive attitude, and a sense of humor

To Apply

Please attach your resume and a cover letter to our [application form](#). In the [application form](#), select “Intern, Student Services – 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.

For best consideration, please apply by **May 1, 2025 at 11:59pm EDT**.

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.

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 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.