



Position Title	Senior Program Coordinator, CET Florence
Department	CET Programs
Status	Full-time, 1-year contract
Work Location	Florence, Italy
Supervisor	Resident Director, CET Florence
Target Start Date	August 2025

Salary & Benefits

This position is hired in Italy by Italica Academy srl, the partner organization of CET Academic Programs (CET) and Academic Travel Abroad, Inc. (ATA). Established in 1998, Italica Academy specializes in operating educational programs in Italy. CET and Italica Academy have worked together to operate study abroad programs in Italy since 2001.

If you're hired, this is what we'll offer you with a few of our benefit highlights:

- Salary range: €24.000 – €29.000 net per year; offered salary is commensurate with experience
- 26 days of Personal Time Off, 12 holidays, all fully paid
- 5 months of paid parental leave (any parent, for birth or adoption)
- Annual insurance for work-related injuries

Description of the Position

The Senior Program Coordinator reports to and works in close collaboration with the Resident Director to organize the CET Florence program. The Senior Program Coordinator also leads short-term custom programs which typically operate between May and July. The Senior Program Coordinator may be asked to lead a custom program based outside of Florence.

Attributes of the ideal candidate are flexibility, dedication, and enthusiasm for working with students and for the field of international education. Candidates are advised that this is a time-consuming, challenging position. CET is looking for a candidate willing to commit to a 1-year contract, with the possibility of a contract extension thereafter.

What you'll do...

Senior Program Coordinator responsibilities include but are not limited to the following:

Program Operations & Implementation, Policies and Procedures

- Manage the student volunteering program and coordinate with organizations in Florence
- Assist in arranging engaging extra-curricular activities and excursions
- Attend student activities and excursions, including during evenings and weekends when necessary
- Assist in planning and execution of short-term custom programs in Italy, distinct from CET Florence program
- Adhere closely to CET policies and procedures
- Coordinate student arrivals
- Coordinate permesso di soggiorno process
- Adhere to program budget and accurately record expenses

Student Advising and Support

- Contribute to program orientation and serve as an ongoing linguistic and cultural resource
- Maintain high level of visibility and accessibility to students, via regular office hours, communication, and a welcoming demeanor
- Regularly review and update student resources
- Respond to emergencies and incidents, managing messaging and communication while collaborating with on-site and US-based staff
- Be on call 24 hours a day, 7 days a week for emergencies on a rotating basis
- Represent student needs to CET and home institutions

Collaborating with Academic Staff

- Collaborate with Academic staff on student issues that are both academic and personal in nature

Communicating with Headquarters

- Maintain close communication with headquarters regarding any student, partner, or staff issues that arise
- Utilize Salesforce to review student reports and file detailed incident reports
- Offer effective responses to issues identified in program evaluations

We're looking for...

- Bachelor's degree, in any field
- Unrestricted European Union or Italian work authorization
- Advanced proficiency in Italian and English
- Experience living, working, and/or studying abroad in Italy, preferably in Florence
- Professional experience advising or mentoring students, preferably in the field of international education or study abroad
- Ability to establish and maintain positive professional relationships and communicate effectively with colleagues, students, and staff

- Cultural sensitivity and a commitment to Justice, Equity, Diversity, and Inclusion
- 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) preferred
- Experience with Salesforce or other CRM platform preferred
- Willingness to wear different hats and occasionally work irregular hours
- Patience, flexibility, positive attitude, and a sense of humor

To Apply

Please include your resume with a cover letter to our [application form](#). In the [application form](#), select “Senior Program Coordinator - CET Florence”. Applications missing any of these components will not be considered.

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

Application deadline: We encourage applicants to send their materials as soon as possible and before our deadline on **16 July 2025**.

To all recruitment agencies, ATA does not accept agency resumes. Please do not forward resumes to our jobs inbox, ATA employees or any other company location. ATA is not responsible for any fees related to unsolicited resumes.

Our Commitment to Diversity

At ATA/CET and our partners, 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. ATA/CET 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 disability or 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 across the globe. 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 study 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

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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.