



Position Title Student Services Coordinator

Department Student Services

Status Full-time, salaried, exempt

Location Washington, DC
(Employees work a hybrid 2 days in the office/3 days remote.)

Supervisor Director of Student Services

Anticipated Start Date June 2024

Salary and Benefits

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

- Salary: \$50,000
- 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
- Plus: medical, dental, vision, Long-Term/Short-Term Disability, Life, and FSA benefits

Description of the Position

The Student Services Coordinator (SSC) is part of CET's Student Services team. Through proactive and inclusive advising, the Student Services team equips students to study abroad. We serve as the bridge between the program on-site and the student pre-departure, delivering prepared students to our colleagues abroad, so they can maximize their study abroad experience. This team actively supports CET's mission by providing comprehensive support services that prepare students academically, culturally, and personally for their time abroad. The Student Services team maintains an active partnership with fellow CET colleagues in DC and around the world, as well as with university partners. The Student Services team seeks to understand the needs of students and how to best support those needs. The team's broad range of support

services enhance the quality of CET programming, facilitate student retention, and optimize the student experience.

The Student Services team is enthusiastic about education abroad and values authentic, transparent, and proactive communication; diversity, equity, and inclusion; support, and retention. Each SSC has a portfolio of semester and summer programs in designated countries. We operate college programs in: Brazil, Colombia, the Czech Republic, Greater China, Italy, Japan, Jordan.

The SSC works with students via telephone, text, email, and Zoom, advising them on program information and providing guidance during the application and pre-departure processes. The SSC plays a key role in the admissions process, reviewing applications and engaging in student outreach efforts to ensure the enrollment of programs. While SSCs have their own portfolio of programs, the Student Services team is very collaborative and SSCs are expected to assist all students and communicate effectively with their home institutions.

What you'll do...

Admissions, Advising, & Retention

- Work directly with students, via Zoom, telephone, text, and email, advise students on program information (academic offerings, housing options, program costs, scholarship availability, etc.) and provide guidance throughout the application and pre-departure processes.
- Manage applications (in the Terra Dotta system) for their program portfolio: create application materials, review student applications and make admissions decisions.
- Communicate with students, university partners, and overseas staff to arrange accommodations for students with disabilities and living/learning needs.
- Assist students with visa application procedure, prepare materials and answer student inquires; keep abreast of visa regulations and procedures for designated country.
- Liaise with the Manager of Finance and Scholarships on the administration of student financial records.
- Create pre-departure guides and materials, collaborate with the Programs team and Marketing.
- Collaborate with Program Managers and overseas staff to prepare for the students' arrival, coordinate housing, course enrollments, and other on-site logistics.
- Liaise with CET's international insurance provider, enroll students in the plan and answer student/parent/partner inquiries.
- Conduct virtual information sessions, pre-departure orientations and visa advising sessions with students. Occasional visits to University partners for these services may be requested.
- Work closely with other members of the Student Services Team on processes and projects as needed.

We're looking for...

- Bachelor's degree, in any field
- At least 1-2 years of work experience in an office environment, preferably in the field of international education
- Knowledge of the study abroad field and/or working with college students required
- Experience living, working, and/or studying abroad
- Cultural sensitivity, experience working with/advising students of diverse backgrounds, and a commitment to Diversity, Equity, and Inclusion.
- Ability to establish and maintain positive professional relationships and communicate effectively with

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- students, parents, university partners, and US and global CET staff
- Excellent verbal and written communication skills and telephone demeanor
 - Superior organization skills and attention to detail
 - Strong time management skills; ability to manage conflicting priorities
 - Ability to take initiative and use good judgement when solving problems and navigating difficult situations/phone calls with students/parents/partners
 - Enthusiastic about study abroad and able to convey that to prospective students
 - Patience, flexibility, positive attitude, and a sense of humor

Preferred Experience

- Experience with countries in our portfolio: Brazil, Colombia, Greater China, The Czech Republic, Italy, Japan, Jordan, and/or host country language
- Knowledge of the Terra Dotta system, Salesforce, or other applicant management system/CRM.
- Familiarity with Office 365 (Word, Excel, PowerPoint, Outlook, Teams, Sway) and other tech platforms used by CET (Salesforce, Igloo)
- Experience in a customer service or sales role a plus

To Apply

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

- Cover letter
- Résumé

In the [application form](#), select “Student Services Coordinator - CET” from the drop-down menu.

Application deadline: We encourage applicants to send their materials as soon as possible and before our final deadline on **April 21st, 2024, 11:59 PM EST.**

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. Proof of eligibility to work in the US is also required.

To all recruitment agencies, CET/ATA does not accept agency resumes. Please do not forward resumes to 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.

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.