



Classification Description

Job Title: Program Specialist, Center for International Education

Pay Grade: 107

Job Code: 3780

FLSA Status: Exempt

Job Purpose

This is a professional position responsible in support of the Director, International Education and the Center for International Education. This position will provide support for administrative functions related to international partnerships, faculty-led travel abroad, and study abroad. This position will also interface with key college and external stakeholders as related to international travel and education. This position will involve keeping current with related State Department guidelines. This position will oversee application processes and updating informational materials for the Center for International Education.

General Responsibilities

Essential Functions

Develops, implements and maintains a student and faculty database for the Center of International Education.

Conducts orientations, as well as interfaces with visiting scholars, students, and assists the Director, International Education with strategic goals and objectives for international exchanges.

Serves as a secondary Emergency Contact and the College's Responsible Officer (RO) while FSW students are formally enrolled or engaged with Study Abroad programming.

Provides information to prospective and current students about Study Abroad Program content, application and enrollment processes, educational requirements and ensures activities contribute to degree completion.

Coordinates FSW faculty-led, short-term study abroad and study tour programs.

Collaborates with faculty to develop programs by providing logistical support including, but not limited to: travel arrangements including visas, passports, flights, accommodations, tours, translators, guides, ground transportation, group meals, and land packages; as well as marketing, advertising, webpages, social media, and informational session, in conjunction with the appropriate College deans.

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Supports the Study Abroad application and enrollment processes including, but not limited to: updating online applications, providing applications to faculty, gathering syllabi, processing course credit approval, coordinating interviews, tracking applicants, and communicating with applicants.

Completes all finance related processes associated with the area including, but not limited to: student billing, vendor contracts and payments to vendors for services.

In collaboration with Student Financial Aid and Student Affairs, ensures all financial aid processes such as scholarships, grant requirements and related deadlines for students within the program are processed accurately and in a timely manner.

Ensures compliance with College financial and travel policies.

Documents all students and faculty have received required Title IX and pre-departure training.

Educates faculty and students on program specifics through pre-travel workshops that include, but are not limited to: compiling and confirming all medical and emergency information, passport and visa requirements, State Department registration and student release forms.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education.

Two (2) years professional full-time related work experience.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.

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- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

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Approved: June 5, 2018. Revised: December 9, 2019. Reviewed: October 19, 2022.
Revised: July 1, 2023.