JOB DESCRIPTION

Title: Program Coordinator, Global Education

Supervisor: Director of Global Education

Department: Undergraduate Dean’s Office

Status: 12 months, 1.0 FTE, exempt

Location: Bryn Mawr College

RESPONSIBILITIES

GLOBAL EDUCATION PROGRAM MANAGEMENT

• Assist students in the review of available study abroad program options, processes, deadlines, and costs, to help identify those that best meet their academic, professional, and personal goals.
• Respond to inquiries from students, parents, faculty, and staff in person, via phone and by email.
• Maintain several different databases and websites supporting the study abroad application and pre-departure preparation processes.
• Support the Director in managing student pre-departure documentation, including producing letters in support of visa applications.
• Support data collection, program assessment, and report preparation to support department and division strategic goals.
• Spearhead promotion, recruitment and outreach programming and activities for students highlighting study abroad programs.
• Plan and manage dynamic and informative student programming, such as info sessions, summer global opportunities fair, program representative visits to campus.
• Recruit, train, and supervise Study Abroad Student Coordinators.
• Create and manage a student peer mentor program.

FELLOWSHIP PROGRAM MANAGEMENT

• Create fellowship specific informational materials for different majors and areas of interest.
• Help plan and promote workshops to support various fellowship opportunities.
• Assist with data collection and management to support department and division strategic goals.
• Support the Fellowships Advisor in tracking student progress through the application process.
• Help with alumni outreach and communication for previous fellowship recipients.

COMMUNICATION & EVENT MANAGEMENT
• Manage content development and coordinate updates to websites, Moodle pages, Instagram, etc. for Global Education and Fellowships.
• Event promotion including communication through daily digest, academic events listserv, email, and through social media channels.
• Create print brochures and online tutorials to disseminate information.
• Develop and sends BMC Abroad quarterly newsletter.
• Set up and monitor distribution of event and program evaluations to participants.
• Coordinate events, including making room reservations, food and supplies, multi-media requests, room set-up, supplies, and scheduling.
• Support planning and logistics for high profile meetings, including the Travel Safety Council, the Study Abroad Committee, and various fellowship review committees.

STUDENT ADVISING SUPPORT
• Answer student questions regarding study abroad and fellowship opportunities
• Study abroad application management in Bionic.
• Collaborate with Director on outreach to increase participation and retention of underrepresented students
• Assist with development of initiatives to expand support of underrepresented students while abroad and upon reentry.
• Provide recommendations for automating, refining, and streamlining systems and processes.
• Performs miscellaneous administrative duties as assigned.

QUALIFICATIONS
• Bachelor’s degree and one year of relevant experience in the context of higher education.
• Excellent verbal and written communication skills.
• Demonstrated cross-cultural sensitivity and experience working with diverse populations
• Strong organizational skills, including developing systems and processes, problem solving and priority setting.
• Strong interpersonal skills, including the ability to work effectively with a college student population and with individuals from a variety of backgrounds and diverse populations.
• Ability to work both independently and collaboratively in a team environment, and to develop strong relationships with students, alumnae/i, organizations, faculty, and staff.
• Self-starter, energetic, flexible.
• Knowledge of social media, web-editing platforms, college data management software.
• High degree of accuracy and attention to detail.
• Ability to exercise good judgement and discretion in dealing with sensitive information and confidential matters.
• Ability to use a variety of specialized software and databases, including proficiency with Word, Excel, PowerPoint, and other Microsoft Programs.
• Commitment to diversity, equity, and inclusion.
• Able to coordinate, attend occasional evening, and weekend events.
• Experience living, working, or studying overseas is preferred.
• Master’s Degree in International Education, Higher Education Administration or related field preferred.