



## Job Description

**Job Title:** International Student Program Manager

**Date:** 3/2017

**Reports to:** Senior Manager - Center Operations/Chief Operating Officer

**FLSA Status:** Exempt

**Department:** Center Operations

**Summary:** Directly manages UTP Student Service and ESL Teaching Teams on location. Oversees host family operations, disciplinary, academic, American Experience processes for students while maintaining positive relationships with agents and partner schools by performing the following duties. Manages student admissions process for center and oversees budget planning and implementation.

**Duties and Responsibilities** include the following. Other duties may be assigned.

1. Manage day-to-day operations at school to include orientation, transportation and day trips.
2. Manage the student services team and oversee the team's efforts to handle student issues. On call to address major concerns and emergency issues.
3. Build and maintain host family network through orientations and newsletters in coordination with Host Family Recruitment Manager.
4. Oversee student progress report process ensuring completed reports are delivered to Global Agents and student parents/guardians.
5. Manage diversity of international student population by working with the Admissions Manager, international agents, and individual applicants through Skype interviews while carefully considering current and future enrollment on campus.
6. Cover ESL classes as necessary.
7. Act as a liaison on behalf of UTP with school faculty, administration, students, and employees.
8. Communicate with Global Agents on an as needed basis to ensure quality and expectations of program are carefully managed.
9. Manage communication to students regarding important information including their academic progress, enrollment status, school activities and special events outside of school.
10. Train, manage and nurture the student service team's communications with Host Families including, writing monthly newsletters, and resolving payment or host issues.
11. International and domestic travel required.

12. Manage visits of VIP guests while representing UTP and partner school.
13. Continuously reflect on UTP program's effectiveness to improve quality of the student experience and UTP's relationship with the school itself.
14. Maintain strong company culture for the team while always looking to improve synergies and efficiency in our processes.
15. Performs any other duties as assigned.

### **Supervisory Requirements**

1. Assist in developing and maintaining an effective organization through the selection, training, compensation, motivation, termination and review of all personnel.
2. Develop and maintain a program for sound employee relations with personnel at all levels of the organization.
3. Provide guidance and direction to management employees to assist in their professional development.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education/Experience:**

Master's or Bachelor's degree from an accredited college or university in one or more of the following majors: Education Administration, Psychology, Management.

Work Experience of 2-5 years in a management position. Experience with Salesforce CRM is preferable.

### **Language Ability:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of students or employees of organization. Fluency in Mandarin or other foreign language a plus.

### **Math Ability:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills:**

To perform this job successfully, an individual should have knowledge of internet software and special testing software.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. While performing the duties of this job, the employee is regularly required to stand; walk; use hands; reach with hands and arms and talk or hear. The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch, crawl, and taste or smell.