

Position: Student Services Manager, Amman, Jordan

Reports to: Resident Director

Location: CIEE Study Center, Amman, Jordan

Summary of Position:

The Student Services Manager is primarily responsible for ensuring the success of the daily functioning of student services for all CIEE programs in Amman. This person is accountable for providing excellent support to students, administrators, other on-site staff, and occasionally parents for semester, summer, and customized CIEE Amman programs. Specific duties include management of student services for undergraduate programs, emergency response, planning, overseeing internship and volunteer programs, faculty programs, and customized programs. Student Services Manager will also manage CIEE Amman summer programs, help coordinate and implement customized programs, and oversee the study center operations when the Resident Director is out of the country. Given that CIEE is a highly entrepreneurial organization, one should expect their job description and duties to change from time to time.

Primary Responsibilities:

1. Student Services

- 1.1. Assist in the development and delivery of student orientation; including on-line orientation
- 1.2. Actively monitor student adaptation to Jordan through regular office hours, group meetings, advising sessions and informal interaction with program participants.
- 1.3. Ensure clear and consistent communication with program participants, including development and management of web-based communication options.
- 1.4. Respond to student requests for information and act as cultural intermediary for students struggling with differences in academic and social norms.
- 1.5. Ensure student compliance with program policies, particular those relating to student safety and dominant social norms. When necessary, undertake disciplinary measures, including verbal and written warnings in consultation with Resident Director
- 1.6. Provide oversight for extra-curricular and enrichment programs such as excursions, clubs, peer tutors and special lectures managed by Student Activities Coordinator, including chaperoning excursions and field activities.
- 1.7. Work with other Resident Staff to trouble shoot and provide proactive response to student concerns with housing, Arabic acquisition, academics or other program components.
- 1.8. Respond to emergency and non-emergency situations to ensure overall student health and wellness.

2. Summer Program Management

- 2.1. Work with Resident Director, Director of Arabic Instruction and Housing Coordinator to plan all aspects of the regular CIEE summer program; including scheduling classes, assignment of instructors, housing placement, excursions, enrichment activities and orientation.

- 2.2. Conduct orientation for summer program.
- 2.3. Serve as acting director for CIEE summer program in coordination with the Director of Arabic Instruction.
- 2.4. Oversee summer program operations when the Resident Director is out of the country

3. Program Administration

- 3.1. Work with Resident Director and other Resident Staff on the delivery of program events such as orientation, evaluation, group meetings and special events.
- 3.2. Managing all aspects of summer program in coordination with Director of Arabic Instruction
- 3.3. Work with faculty leaders, Resident Director and CIEE Headquarters staff on the planning and delivery of IFDS
- 3.4. Registrar duties: managing student registration and grade data, creation and dissemination of class rosters
- 3.5. liaison with faculty and instructors on scheduling, attendance, special requests
- 3.6. Working and backstopping Resident Director on emergency preparedness – communication, drills, general updates, and emergency response

4. Volunteer Opportunities and Internship program

- 4.1. Coordinate and teach CIEE Internship companion course, including preparing syllabus, reading list and arranging for guest speakers to supplement weekly discussions.
- 4.2. Identify volunteer opportunities for program participants that include single day events, routine or periodic involvement with local organizations; include information and contact information on volunteer options in student handbooks and web-site
- 4.3. Facilitate student contact with local organizations needing student volunteers
- 4.4. Monitor volunteer opportunities to provide feedback, troubleshoot and ensure mutual beneficial outcomes for participants and host organization alike.
- 4.5. Recruit local and international organizations, institutions or business operating in Jordan to serve as internship sponsors for CIEE program participants.
- 4.6. Work with internship sponsors to develop appropriate job descriptions for their student interns and identify on-site supervisors for each placement.
- 4.7. Assist in the review student applications for the internship program and vet them to appropriate Internship sponsors at the beginning of each academic term.
- 4.8. Manage the interview and placement process during the program orientation each academic term
- 4.9. Provide continuous support and advising to both students and host organizations involved in the internship program.

5. Program Development. Promotion and Planning

- 5.1. Working with Resident Director on review and editing of pre-departure and program promotional material such as program newsletters.
- 5.2. Assisting Resident Director with planning and development of customized and non-credit programs
- 5.3. Take part in the planning and delivery of individual and group site-visits.
- 5.4. Troubleshooting and planning for continuous improvement of existing programs.

6. General

- 6.1. Backstopping RD on program management, including overseeing study center operations during periods of RD absence.
- 6.2. Other duties and responsibilities assigned by the Resident Director as needed

7. Judgment, Decision-Making, and Planning

The Student Services Manager must exercise sound judgment in his/her interactions with students and parents during all aspects of the on-site study abroad experience. This person must also exercise careful judgment in knowing when to bring an issue to the attention of the Resident Director or other CIEE staff.

8. Confidentiality

The Student Services Manager has access to all student application materials and, for those admitted to the programs, all student files. S/he will need to manage a variety of personal issues impacting CIEE students and must maintain confidentiality at all times in accordance with CIEE policies.

9. Working Conditions

This is a full time position that requires the person to be based in Amman twelve months per year. The responsibilities of the Student Services Manager are subject to peak periods (i.e. student arrivals, program orientations, etc.) and/or unplanned emergencies or crises that require extra time, including evenings, weekends, and, as necessary, during holidays.

Required Qualifications:

- MA Degree in Middle Eastern Studies, Education, Public Administration or similar field relevant to international education required; Master's Degree or BA from US institution preferred
- 3-5 years' work experience, at least two of which are post undergraduate.
- Fluency in English and advanced proficiency in Arabic
- Excellent organizational skills and the ability to work independently and with minimal supervision in a fast paced environment
- Personal experience as a student and/or staff member with study abroad and international exchange
- High degree of personal initiative and motivation
- Clear understanding of US higher education and academic culture required; work experience with U.S. university Resident Life programs and activities preferred
- Willingness to live and work in Amman, Jordan for a minimum of two years

Additional Qualifications:

- Working knowledge of NGO and International organizations in Jordan
- Experience with websites and various forms of social media

Due to federal regulations a background check will be conducted as a condition of employment.

Interested candidates please email a cover letter and resume to cieeresume@ciee.org. Please put "Student Services Manager, Amman, Jordan" in the subject line. We will

contact those candidates we would like to meet with to further discuss this exciting opportunity. No phone calls please.