



## **Director, Study Abroad**

The American College of the Mediterranean (ACM) – Institute for American Universities (IAU)

**Reports To:** Dean of Academic & Strategic Initiatives

**Direct Reports:** Study Abroad Manager(s)

**Status:** Exempt

**Office Location:** U.S. Office Headquarters in San Diego, California (in person)

**Salary Range:** \$86,000 - \$92,000 annually

### **Job Purpose**

The Director of Study Abroad oversees study abroad programs in collaboration with the ACM-IAU Leadership Team and acts as a liaison between ACM-IAU and the partner institutions; Supervises the Study Abroad area; Serves as main point of contact for situations requiring escalation; Assists on-site staff and administrators with program management and Study Abroad Advisors with pre-departure preparations including international visa requirements; Oversees the promotion of the various programs while working with critical deadlines; Provides the necessary support and administrative functions to offer successful academic programs abroad; Advises students when needed; Serves as an active member of various international committees and groups.

### **Minimum Requirements**

To be considered for the position, candidates must possess the following:

- Master's Degree
- Five or more years of related work experience in a fast-paced office environment
- Experience working with faculty and/or higher education administrators
- Ability to work independently and utilize good judgement
- Strong interpersonal skills; tact, diplomacy and judgment necessary in dealing with others

### **Preferred Requirements**

Preference will be given to candidates who possess some or all of the following preferred requirements:

- Advanced language skills
- Direct advising experience with students
- Working knowledge of U.S. and/or international higher education institutions
- Experience living, working or studying abroad for extended periods of time

### **Description of Duties and Tasks**

Essential duties and responsibilities include the following:

- ***Facilitate and oversee management of study abroad programs***
  - Assist Leadership Team in attaining goals and objectives related, but not limited to:
    - Hire and retain a professional, efficient, and productive office staff
    - Continuous program assessment and discuss findings regarding program quality control issues and student/faculty feedback
    - Assess policies and procedures for accuracy and recommend updates
  - Maintain contact with the on-site ACM-IAU administration and the US Office to create sound programs abroad



- Collect and organize course offerings and syllabi with on-site administration each term and ensure course programming and syllabi are facilitated in appropriate databases
  - Monitor program enrollments and ensure projections are accurate
  - Maintain accurate and current knowledge of enrollment across programs
  - Oversee Study Abroad annual timeline and adjust as needed
  - Ensure IAU website is up to date with dates/program information as needed
  - Address student and parent complaints
  - Support the Leadership Team and other colleagues in providing 24-hour crisis management support and overall wellness support (prior to departure and while abroad)
  - Act as liaison between ACM-IAU and partners
    - Maintain and update IAU financial documents related to partners
  - Maintain contact with ACM-IAU on-site administration regarding:
    - Program updates and announcements
    - Student issues
  - Serve as the point of contact for partners in relation to application and program requirements and/or updates
  - Ensure partner-specific application, program requirements, and communication protocols are adhered to by US Office staff and staff abroad
  - Meet with university representatives on campus and at industry conferences
- ***Serve as direct supervisor to Study Abroad Manager***
    - Serve as support and mentor
    - Meet with staff to maintain engagement and stay informed of advisor progress:
      - Hold bi-monthly individual check-in meetings
      - Hold weekly team meetings
    - Ensure manager and advising team are informed of policy changes/updates
    - Stay informed of pertinent discussions with ACM-IAU administration, partners, and other constituencies
    - Ensure study abroad advising team maintain consistent practices and procedures in regards to:
      - Application materials, requirements & processing
      - Course offerings and calendars
      - Program marketing & promotion
      - Information relayed to students & partners
      - Orientation and pre-departure
      - Transcript processing
      - Billing and payments
  - ***Additional responsibilities include, but are not limited to:***
    - Represent ACM-IAU as an active member of various committees and groups including but not limited to: NAFSA, AIEA, Forum on Education Abroad, and any related groups
    - Collaborate with colleagues abroad and partners on various issues related to study abroad programming.
    - Assist in planning of receptions/activities

## Knowledge



Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed:

- Excellent public speaking, presentation, and writing skills are essential, along with managerial, organizational, and administrative skills; high level of self-sufficiency
- Current issues and best practices relating to international education
- Must be able to balance competing priorities and manage work cycles that are tied to the admissions calendar and includes intense work times
- International program planning and development
- Study abroad program structures, marketing, and admissions practices
- Information systems necessary to support staff, student, and partner needs and requirements
- Knowledge of the US and international higher education systems

### **Skills**

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed:

- Effectively using interpersonal and communications skills, including tact and diplomacy, when working with colleagues, students, board members, with individuals from different cultures, and other constituents
- Demonstrated work style that employs a proactive, initiative-driven approach to critical job tasks
- A creative and innovative approach to all aspects of the position
- Effectively using organizational and planning skills with attention to detail and follow-through
- Collaborating and networking with partner and prospective partner schools/institutions/organizations
- Making professional public presentations
- Maintaining confidentiality of work-related information and materials
- Establishing and maintaining effective working relationships
- Demonstrated proficiency in using standard office software applications
- Ability to work in an environment with frequent interruptions
- Self-motivator

### **Physical Requirements**

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing, and pulling
- Work is performed in a standard office environment

### **Compensation package**

- Competitive salary commensurate with experience
- Robust benefits package including:
  - Group insurance including major medical, dental, vision, life, and disability
  - Health Savings Account (with maximum employer contribution allowed by IRS)
  - 403(b) retirement plan including 10% company contribution (employee contribution voluntary but encouraged)
  - PTO including four weeks of vacation (accrued), paid holidays, 6 personal days, and sick days (accrued)
- International travel business expenses covered



**About The American College of the Mediterranean/Institute for American Universities (ACM-IAU):** The American College of the Mediterranean (ACM) is a non-profit, American-style institution in Aix-en-Provence, France that offers undergraduate and graduate degrees. ACM is accredited through the New England Commission of Higher Education. The Institute for American Universities (IAU), the study abroad institute of ACM, offers year-long, semester-long, and short-term international programs to visiting students in France, Italy, Spain, and Morocco. ACM strives to provide excellence in international education, inspire intercultural awareness, and prepare students for success in a global community through the study of European and Mediterranean history, languages, cultures, and contemporary issues. It does so through a unique combination of courses, internships, and curricula that combine to create American-style undergraduate and graduate degree programs in and international and cross-cultural setting.