



Program Coordinator, High School Programs

NGO Leader in International Education!

Job Information

Hiring Company

[CIEE KK](#)

Job ID

1499523

Industry

Education

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

November 17th, 2024 00:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

Council On International Educational Exchange (CIEE):

A nonprofit, non-governmental organization, CIEE is the world leader in international education and exchange. For over 75 years CIEE has helped thousands of people gain the knowledge and skills necessary to live and work in a globally interdependent and culturally diverse world by offering the most comprehensive, relevant, and valuable exchange programs available. Serving over 300 U.S. College and University consortium members, CIEE operates sixty centers in over forty countries that support study abroad programs for around 10,000 students annually. In addition, as the largest sponsor for U.S. Department of State J-1 Visa programs, CIEE helps nearly 25,000 international students participate in U.S. based exchange programs annually. CIEE programs and services span study abroad, teach abroad, international faculty development seminars, and inbound exchange study, work, and internship programs for today's high school and university students, professionals, and educators.

We strive to lead a robust community of international program providers and sponsors through innovation, exemplary service and exceptional efficiency. Our success depends on having the very best professionals. CIEE is committed to recruiting and retaining the best people in the industry, particularly those who are passionate about international education, are self-starters

with high levels of energy and autonomy, and are dedicated to exceed expectations in every challenge.

Role Description

The Program Coordinator, High School programs is responsible for ensuring the success of the daily functioning of Global Navigator High School Summer Abroad (HSSA) program at CIEE Tokyo and is also accountable for managing and overseeing operations to support students, Program Leaders, instructors, host families/housing location and school representatives for the HSSA programs.

The HSSA Coordinator undertakes a variety of administrative and program management tasks for our Global Navigator High School Summer Abroad as the primary link between exchange students, local host, and the CIEE office in the host country, the HSSA Coordinator has the power to share local traditions and perspectives of life in the host country, change lives and build a better world.

The HSSA Coordinator (HSSAC) has many roles: liaison between stakeholders and students, mentor and supervisor to Program Assistants and Program Leaders, ambassador of CIEE to the communities in which we work, and more. The HSSA Coordinator will help plan and organize programs and activities in advance of student arrivals, carry out important operational and supervisory duties. During the summer months while students are on site it will include work in the evenings and on weekends, and complete reporting after students depart. The HSSAC must be responsible, organized and detail-oriented, energetic, and patient. The HSSAC must be fluent in Japanese Language and have advanced English language skills.

PRIMARY RESPONSIBILITIES

- Serve as the primary point person and lead response for HSSA programs.
- Engage students—both linguistically and culturally—in creative and meaningful learning opportunities.
- The organization, preparation, and successful implementation of the HSSA programs including the orientation, activities and excursion. Plan and manage all logistics and reservations of the daily cultural activities (e.g. entrance tickets, transport, guides in the native language) as well as the weekend excursion
- Advise participants concerning their academic programs, homestays and housing, life in Tokyo, and other issues.
- Maintain relationships with partner institutions and providers in Tokyo, including housing providers, high schools and language schools.
- Maintains a good level of communication with Program Leaders and instructors. Plan and conduct regular meetings with summer staff and all Program Leaders throughout the program delivery.
- Ensure student safety and security, monitor participant behavior and intervene to provide appropriate guidance where necessary.
- Ensure implementation of CIEE policies and health, safety and security practices, including proper reporting:
 - Address bad behavior, tardiness, and rule violations. Report issues to Portland office through online database
 - Coordinate with Student Life Staff, Center Director, Resident Director and/or CIEE Support in Portland to manage escalated student issues.
 - Manage independently any low-to mid-level health, safety, security issue including student/Program Leader illness, socio-emotional and behavioral issues, and student discipline cases.
 - Coordinate CIEE response to incidents that impact program participants (group and/or individual)
- Participate in program budgeting process and deliver programs within or below budget.
- Assist other program lines in CIEE Tokyo when necessary.
- Perform other duties as assigned and as needed.

Required Skills

Knowledge and Skills

- Language— Native/ Bilingual Japanese and English
- Technology— strong computer skills (Word, Excel, Access, PowerPoint, Salesforce).
- Administration— strong administrative skills, particularly attention to detail and the ability to complete assigned tasks efficiently and accurately, and in a timely manner.
- Organization— high ability to handle multiple tasks and priorities simultaneously.
- Communication— strong communication and presentation skills in English and Japanese, both written and verbal, able to communicate to multiple audiences both in English and Japanese
- Interpersonal— strong interpersonal skills and ability to communicate (naturally) an interest in the students, schools, host families, etc.
- Flexibility— Must be very flexible and be able to respond quickly to changing circumstances. Must have a high tolerance for ambiguity. It will involve traveling when vetting host families, supporting students and
- Experience teaching and/or working with US High School students (ages 15-18) strongly preferred.
- Experience working with online databases strongly preferred and a willingness to learn new systems required.
- Strong organizational skills and a desire to work with high school aged students.
- Ability and willingness to work as a productive member of a team with the collective goal of creating positive participant experiences.
- Outstanding intercultural communications skills.

Working Conditions

- This is an in-person role based in Tokyo.
 - The responsibilities of the Program Coordinator, High School programs are subject to peak periods (e.g., student arrivals, program enrollment process, orientation, etc.) and/or unplanned emergencies or crises that require extra hours.
 - Applicants must be authorized to work in Japan.
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