



Program Manager, High School Programs

NGO Leader in International Education!

Job Information

Hiring Company

CIEE KK

Job ID

1499563

Industry

Education

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards

Salary

Negotiable, based on experience

Refreshed

November 20th, 2024 12:00

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 Manager, High School Programs** at CIEE Tokyo is responsible for overseeing the Global Navigator High School Summer Abroad (HSSA) program. This includes managing and coordinating all operational, administrative, and logistical aspects of the high school programs. The Program Manager ensures that all program participants, including students, Program Leaders, host families, and instructors, have a positive and safe experience while engaging with CIEE's offerings in Tokyo. The role requires active leadership during peak times, especially during the summer months, to deliver high-quality educational and cultural programs.

The **Program Manager, High School Programs** plays a pivotal role in liaising between stakeholders, supervising Program Assistants and Program Leaders, and acting as an ambassador for CIEE Tokyo in the local community. The Program Manager ensures smooth day-to-day operations and provides comprehensive support to students, faculty, and staff to ensure an enriching, culturally immersive experience.

PRIMARY RESPONSIBILITIES

- **Program Operations:**

- Oversee all logistical aspects of the High School Summer Abroad (HSSA) program, including orientation, activities, excursions, and homestay/housing arrangements.
- Plan and manage daily cultural activities, weekend excursions, and ensure all reservations (tickets, transportation, guides) are in place.
- Act as the primary point of contact for all stakeholders, including students, Program Leaders, instructors, and host families.
- Maintain positive relationships with local partners, including schools, housing providers, and cultural organizations.
- Supervise and coordinate with Program Assistants and Leaders to ensure the smooth implementation of the program.

- **Student Support & Engagement:**

- Engage students in meaningful cultural and language immersion opportunities.
- Advise students on academic matters, housing, and life in Tokyo.
- Monitor student behavior, ensuring compliance with CIEE's policies and standards, and intervene when necessary.
- Provide pastoral care and guidance to students, assisting them with social, emotional, and academic challenges.

- **Health, Safety, & Security:**

- Ensure student safety by implementing CIEE's health, safety, and security protocols.
- Handle any low- to mid-level issues related to health, safety, or discipline in collaboration with the Center Director and CIEE's global support team.
- Act as the lead responder in the event of emergencies or incidents impacting students or staff.

- **Program Leadership:**

- Conduct regular meetings with Program Leaders and staff to ensure consistent communication and program delivery.
- Facilitate professional development for staff and provide feedback on performance.
- Assist in the preparation of program budgets and ensure programs are delivered within or below budget.

- **Evaluation & Reporting:**

- Conduct program evaluations to assess student satisfaction and program effectiveness.
- Submit post-program reports and feedback to improve future programming.
- Assist in maintaining accurate records of program activities, student participation, and issues that arise.

- **Other Duties:**

- Assist in other CIEE Tokyo programs, including student life and study abroad programs, as needed.
- Participate in staff development and training sessions, including those related to health and safety.
- Carry the 24-hour emergency phone on rotation with other center staff.

Required Skills

Knowledge and Skills:

- **Language:** Native or bilingual proficiency in Japanese and English.
- **Technology:** Strong computer skills (Word, Excel, PowerPoint, Salesforce). Experience working with online databases is strongly preferred.
- **Administration:** Strong organizational and administrative skills, with a high level of attention to detail and the ability to complete tasks efficiently and accurately.
- **Communication:** Excellent written and verbal communication skills in both English and Japanese. Ability to present and communicate effectively with multiple audiences, including students, parents, host families, and program staff.

- **Interpersonal:** Strong interpersonal skills, with a demonstrated ability to work well with students, host families, schools, and staff.
- **Flexibility:** Must be highly adaptable, with the ability to handle changing circumstances and ambiguity. The role requires traveling to visit host families, schools, and other partners.
- **Experience:** Experience working with high school students (ages 15-18), preferably in an international or intercultural setting. Experience teaching or managing educational programs is strongly preferred.
- **Teamwork:** Ability and willingness to work as part of a team, with a shared goal of delivering positive participant experiences.

Working Conditions:

- **Location:** This is an in-person role based in Tokyo.
- **Work Schedule:** Peak periods during student arrivals, program enrollments, and orientation will require additional hours, including evenings and weekends. The role may also involve unplanned emergencies requiring immediate attention.
- **Authorization:** Applicants must be authorized to work in Japan.
- **Salary & Benefits:** Compensation is based on experience. Commuting expenses are covered. Social insurance, including Japanese Health Insurance, Welfare Pension, and Employment Insurance, is provided.

Company Description