

JOB DESCRIPTION

Study Abroad Advisor/Senior Coordinator

Position Summary

Study Abroad Advisor/Senior Coordinator is a full-time administrator reporting to the Assistant Dean of Off Campus Study. The position holds the administrative portfolio for Hamilton-in-France (50%) and assumes duties as a Global Education Advisor (50%) for the Office of Off-Campus Study serving students seeking study abroad throughout the world and assisting with advising-related operations of the Office of Off-Campus Study. The distribution of hours dedicated to each responsibility will vary through the calendar year based upon the priority deadlines and workflow required for each area of service.

Advisor Responsibilities (50%)

- Maintain up to date knowledge of the Hamilton College off-campus study procedures, deadlines, policies and practices that govern study abroad with Hamilton programs and partner-providers.
- Maintain up to date knowledge of advising processes that affect off-campus study plans such as academic advising, ALEX advising, pre-health advising, and scholarship and fellowship advising in order to make appropriate referrals.
- Advise students through the complete study abroad cycle from planning to re-entry.
- Assist in the review of program evaluations and assessment of learning outcomes.
- Record and maintain detailed advising notes in the OCS study abroad management system, Via Global, and in the Compass advising system where appropriate.
- Be an active member of the OCS advising team by engaging in regular communication, participating in advising meetings, and maintaining current knowledge of program developments to ensure top quality student advising.
- Assist in scheduling, planning, and delivery of off-campus study programming such as information sessions, pre-departure orientation, re-entry workshops, and college-wide admissions events.
- Assist in maintaining relevant off-campus study web pages to ensure information is up-to-date.
- All staff are expected to participate in our priority effort to improve story collection and documentation of study abroad experiences.
- Communicate and work collaboratively with colleagues across campus to ensure student access to Hamilton resources.
- Participate regularly in staff training and other professional development opportunities to ensure knowledge and implementation of best practices and continuous skills improvement.
- Participate in Off-Campus Study, ALEX and college-wide initiatives as needed.
- Actively participate in building our diverse, inclusive, equitable campus community.

Senior Coordinator Responsibilities (50%)

Coordinate Marketing and Recruitment

- Support and initiate program marketing and recruitment activities in a timely and effective manner by maintaining relations with key sending colleges,
- Prepare and distribute effective and accurate web and print recruitment materials,

- Represent the program at study abroad fairs and conferences,
- Coordinate recruitment planning with the General and Resident Faculty directors
- Identify new “sending college prospects”
- Maintain surveillance of comparable recruitment materials from other programs.

Manage Application Procedures

- Manage and improve the student application processes and procedures while maintaining best practices used by similar programs at other colleges
- Coordinate admissions and billing with sending colleges, Hamilton Student Accounts, and Hamilton Registrar
- Provide impeccable and timely advising and service to students throughout the application process as the principal contact for prospective and active applications
- Serve as the front line contact for parents and actively seek solutions for parent inquiries
- Serve as the first line of contact for sending colleges
- Track required document completion and identify problems pertaining to eligibility, financial aid, personal issues, and other concerns that may impede the application and acceptance of the student.
- Assist the Assistant Dean with coordination of Hamilton college petition process as needed

Manage Accepted Student Procedures

- Ensure that accepted students are fully prepared for departure by maintaining timely contact and information flow regarding deadlines, pre-departure preparation, distribution of program bulletins and advisories
- Maintain current information pertaining to Campus France visa procedures, including updating changes in regulations and requirements on the program website, and coordinating communication regarding visa application procedures and deadlines with students

Manage Group Transportation

- Serve as the sole broker for student travel with designated travel agency and as consultant regarding alternative travel plans for student travelers
- Engage in emergency communication with travel agent through group departure
- Ensure timely and accurate purchase and payment of travel invoices
- Participate in airport departure support as needed
- Serve as liaison with students, families and affiliate colleges through the departure process

Assist Resident Director and General Director

- Provide professional support services for both the General Director and the Resident Faculty Director including ongoing contact concerning all program administrative matters
- Assist Resident Directors with relocation
- Ensure distribution of relevant administrative, financial and academic reports
- Maintain administrative archive of the program
- Advise Assistant Dean of pertinent issues needing resolution or decision

Alumni Outreach

- To the extent possible based on past program records and alumni development processes, maintain an alumni data base and engage in alumni outreach at the direction of the Director or General Director

Budget and Billing

- Maintain ongoing record of budget and engage directly in improvement of budget by assisting the General Director (in U.S. dollars and Euros)
- Maintain an up-to-date on-campus based expenditures, managing costs and payments that are generated from the Hamilton campus
- Record monthly budgets from Paris and reconcile discrepancies
- Work closely with the controller and billing to reconcile all issues pertaining to invoicing, billing, payment and collections
- Maintain active liaison with financial aid personnel at Hamilton and sending colleges and with study abroad directors at sending colleges including sensitive and often confidential issues pertaining to student financial need
- Manage billing issues in a diplomatic, informed and professional manner

Office Management and Operations

- Improve and streamline operations and records management for optimum efficacy
- Align procedures and processes with state-of-the-art online processes including the Via Global software system
- Supervise student interns or workers as needed
- Maintain workable and readily accessible data documentation
- Maintain a clear schedule of tasks and deadlines
- Provide continuous office presence during regular college office hours and during times when program management, operations priorities and emergencies require presence

Professional Communication

- Work with general director, faculty director and Assistant Dean of Off Campus Study to ensure that marketing publications, web information, emergency announcements and postings, and official communication to students, families and sending colleges meets the requirements of the Office of Communication at Hamilton Colleges and has been approved by the Assistant Dean.
- Provide direct assistance and engagement when emergency notices and communications are required.

Qualifications

- B.A. Degree in relevant field
- Minimum two years of experience in study abroad. Three to five years of experience preferred.
- Prior experience with program coordination or advising faculty-led programs abroad preferred
- Professional training in study abroad through professional associations, relevant workshops and conferences, or other relevant training courses
- Strong commitment to holistic advising and support of students
- Demonstrated commitment to values of diversity, equity, and inclusion in international education and higher education

- Professional oral and written communications skills
- Ability to prioritize tasks and manage multiple demands
- Experience and adaptability in using new technology and computer software
- The ability to interact and collaborate with institutional representatives, faculty and students in a highly professional manner
- Willingness to engage in continuous enhancement of professional knowledge and skills