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## MAJOR-SPECIFIC STUDY & INTERN ABROAD PROGRAMS

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### **KEI JOB DESCRIPTIONS**

**Job Title:** Program Manager

**Work Schedule:** Full Time

**Location:** New York City

#### **Position Summary:**

The Program Manager (PM) is responsible for providing student services, overseeing the operations and supervising activities of On-Site Coordinators. Some of the responsibilities include answering student questions, following up with prospective students to promote and increase enrollment, processing applications, handling housing and university registrations, reviewing evaluations, handling transcripts, updating pre-departure literature and working on special projects.

#### **Responsibilities: Student Services**

1. Reply to student inquiries about KEI programs under your management.
2. Follow-up via phone and email with prospective students to encourage applications.
3. Process student application, enrollment and registration documents.
4. Maintain contact with students in order to provide quality customer service.
5. Advise students and parents about academics, financial aid, onsite housing, currency, etc.

#### **Management Responsibilities:**

6. Pre-register students at host university.
7. Work closely with onsite staff to assign housing and to notify students accordingly.
8. Oversee the activities of Onsite Coordinators and staff.
9. Develop resources for students in conjunction with the onsite staff.
10. Monitor and manage re-entry information, evaluations and transcripts.
11. Monitor student roster to ensure that work is being done in a timely manner
12. Handle parent and student phone calls when an issue escalates and needs manager attention

#### **Administrative Responsibilities:**

13. Update and maintain all student correspondence in database
14. Work with the Principal Director to verify and confirm invoice amounts
15. Keeping up-to-date with program changes on-site
16. Qualify leads to be shared with the Academic Relations staff
17. Stay abreast of competitor programs and services
18. Support development of annual catalog
19. Review and oversee the improvement of student pre-departure literature
20. Maintain current program information on the KEI website
21. Monitor overall customer satisfaction
22. Train new program employees on procedures and policies

23. Additional duties as assigned

**Compensation:**

- Base salary commensurate with experience and skills.
- Bonus based on annual student enrollment.
- Health insurance.

**Qualifications:**

- Bachelor's degree.
- Must have studied, interned or worked abroad in one or more of the countries where KEI sponsors programs.
- Multiple language proficiency preferred.
- Excellent verbal and written communication skills.
- Leadership skills and team oriented attitude.
- Excellent office management skills and commitment to deadlines.
- Proficient in multi-tasking and autonomous in performing duties.
- Experience with MS Office (Word, Outlook, etc.)
- Knowledge of higher education system in the USA.
- Knowledge of Title IV financial aid policies preferred.
- Experience with campus-based study abroad office preferred.
- Ability to travel nationally and internationally when necessary.

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**Job Title:** Academic Relations Coordinator

**Work Schedule:** Full Time

**Compensation:** Commensurate with experience and skills

**Location:** Phoenix, AZ; Boston, MA; Atlanta, GA

**Position Summary:**

The Academic Relations Coordinator (ARC) is responsible for forming and enhancing relationships with university administrators and faculty in the USA in order to promote KEI programs. The ARC will network with study abroad directors, academic advisors, faculty members and deans through email, telephone, campus visits, study abroad fairs and professional conferences. In addition, the ARC will assist in developing and executing a comprehensive marketing strategy to enhance KEI exposure and enrollment.

**Responsibilities:**

1. Develop an understanding of study abroad and financial aid policies and procedures implemented by universities in the USA in order to effectively promote KEI's programs.
2. Identify, create, maintain and enhance strong relationships with study abroad staff, academic administrators and faculty at universities in the USA.
3. Attend local, state and regional study abroad conferences representing KEI. Make campus visits to meet with faculty and administrators.
4. Participate in designing, promoting and implementing strategies to enhance KEI exposure and enrollment.
5. Maintain constant communication with KEI staff, including Student Services and Program Management, to stay informed of KEI policy development and new programs and procedures.
6. Support development of KEI publications. Assist in design and management of the Faculty and Staff sections of the KEI website.

**Compensation:**

- Base salary commensurate with experience and skills.
- Bonus based on annual student enrollment.
- Health insurance.

**Qualifications:**

- Bachelor's degree; Master's degree preferred.
- Must have studied, interned or worked abroad.
- Multiple language proficiency preferred.
- Knowledge of higher education system in the USA.
- Experience with campus-based study abroad office preferred.
- Ability to travel nationally throughout the year.

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**CAMPUS REPRESENTATIVE**

**Job Title:** Campus Representative

**Work Schedule:** Contractual

**Location:** USA, Travel-intensive

**Position Summary:**

The Campus Representative (CR) is responsible for promoting KEI programs to students at universities in the USA. The CR is also responsible for developing and enhancing relationships with university administrators and faculty. The CR will promote programs through campus information visits, participation in study abroad fairs, attendance at conferences, email follow-ups with students, and networking with study abroad directors, academic advisors and faculty members. In addition, the CR will assist in developing and executing a comprehensive marketing strategy to enhance enrollment in KEI programs.

**Responsibilities:**

7. Become knowledgeable about KEI programs.
8. Represent KEI at university study abroad fairs in the USA.
9. Represent KEI at professional conferences in the USA and abroad.
10. Set-up KEI information tables at university campuses.
11. Plan and coordinate travel and visits during the semester.
12. Identify, create, maintain and enhance strong relationships with study abroad staff, academic administrators and faculty at universities in the USA.
13. Develop an understanding of study abroad and financial aid policies and procedures implemented by universities in the USA in order to effectively promote KEI's programs.
14. Participate in designing, promoting and implementing strategies to enhance KEI exposure and enrollment.
15. Maintain constant communication with KEI staff, including Student Services and Program Management, to stay informed of KEI policy development and new programs and procedures.
16. Support development of KEI publications.

**Compensation:**

- Base stipend of \$5,000 per semester.
- \$200 for every semester and \$100 for every summer student recruited after reaching the initial 10 students per semester/summer.
- Travel and meal budget.

**Qualifications:**

- Bachelor's degree.
  - Must have studied, interned or worked abroad.
  - Experience with campus-based study abroad office preferred.
  - Knowledge of higher education system in the USA.
  - Ability to travel nationally throughout the year.
  - Multiple language proficiency preferred.
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**Job Title:** Student Accounts Coordinator

**Work Schedule:** Full Time

**Location:** New York City

**Position Summary:**

The Student Accounts Coordinator (SAC) is responsible for processing student payments, overseeing collections, providing financial aid advice to students, and managing accounts receivable. In addition, the OSC oversees the financial and budgetary obligations within the organization.

**Responsibilities:**

1. Oversee timely payment of fees and encourages students to pay on time.
2. Process payments.
3. Record daily cash and check receipts.
4. Make deposit at bank.
5. Manage collection of outstanding balances.
6. Stay abreast of changes in financial aid policy at universities in the USA.
7. Provide F.A. training for Program Managers and Academic Relations Coordinators.
8. Work closely with Program Managers to prepare students for the program.
9. Answer questions regarding financial aid, funding and other matters related to money.
10. Manage accounting software.
11. Prepare quarterly and annual statements.
12. Work closely with Principal Director and Director of Academic Relations on budgets.
13. Other assigned duties as needed.

**Compensation:**

- Base salary commensurate with experience and skills.
- Bonus based on annual student enrollment.
- Health insurance.

**Qualifications:**

- 1-2+ years experience with organizational bookkeeping.
  - Excellent customer service attitude.
  - Computer proficient, especially with MS Excel, Word, Outlook and Access.
  - Organizational skills and ability to prioritize tasks and special projects.
  - Ability to communicate clearly.
  - Able to multi-task in a multi-faceted environment.
  - Accurate in accomplishing tasks.
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**Job Title:** Office Manager  
**Work Schedule:** Full Time  
**Location:** New York City

**Position Summary:**

The Office Manager (OM) performs a variety of office tasks, such as record keeping, copy literature and mail, type reports and memos, maintain computer based and paper files, answers office inquiries, book travel and improve office procedures. The OM works closely with the KEI staff to support student services, program management, and marketing initiatives.

**Responsibilities:**

1. Answer incoming calls.
2. Distribute incoming mail and email to appropriate individuals.
3. Provide general support to management on different administrative projects.
4. Book travel for KEI staff.
5. Create and maintain filing systems.
6. Produce accurate correspondence.
7. Maintain office equipment and supplies. Reorder as necessary.
8. Improve office procedures.
9. Support event planning.
10. Other duties and special projects as assigned.

**Compensation:**

- Base salary commensurate with experience and skills.
- Bonus based on annual student enrollment.
- Health insurance.

**Qualifications:**

- High School diploma or equivalent.
- Excellent organizational skills, ability to prioritize tasks and special projects.
- Excellent written and verbal communication skills.
- Able to multi-task in a multi-faceted environment.
- Ability to work in a group and individually.
- Computer skills, especially with MS Word, Outlook, Access and Excel
- Team attitude.
- Familiarity with general office equipment.

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**Job Title:** On-Site Coordinator (OSC)  
**Work Schedule:** Part Time / Full time  
**Location:** KEI Program Location

**Position Summary:**

The On-Site Coordinator (OSC) serves as the official KEI representative at the host institution. The OSC liaisons between KEI and host institution, assists in arranging and managing the program, and provides feedback to KEI. The OSC also provides advice and assistance to KEI students during the term, runs the onsite orientation, helps arrange and supervise internships for KEI students, plans excursions and cultural events, arranges local transportation, and ensures student safety and health.

### **Pre-Program Responsibilities:**

1. Liaison between KEI New York staff and the host institution.
2. Assist KEI staff with course planning and pre-registration of students at the host institution.
3. Make contacts and arrangements for internship placement companies, NGOs and other organizations.
4. Organize and/or ensure adequate housing for KEI students.
5. Plan cultural excursions and activities according to the program plan.
6. Arrange mobile telephones for the students.
7. Preliminary email communication with students.

### **Responsibilities During the Program:**

8. Greet students at the airport.
9. Organize transportation between airport and housing/campus.
10. Conduct the Orientation Program.
11. Serve as an advisor and supervisor in the following capacity
  - Academics
  - Internships
  - Social activities
12. Provide assistance to students:
  - Solving housing conflicts and problems.
  - Course registration and course conflicts.
  - Internship placement and conflicts.
  - Illness of injury to student
13. If necessary, oversee the execution of the Emergency Response plan.
14. Organize and oversee the “buddy system.”
15. Accompany, or find a suitable student or person to accompany, KEI group on the planned cultural excursions and activities.
16. Report back to KEI on the day to day activities, problems and solutions during the program.
17. Oversee the mid-term evaluation.

### **Post-Program Responsibilities:**

18. Collect mobile telephones and store in safe place for the next group.
19. Escort students to the airport and assist with check-in.
20. Facilitate contact between students, their professors and host university administrators.
21. Assist KEI and student with matters related to transcripts and/or grade disputes.
22. Oversee the issue and timely delivery of program transcripts to the KEI New York office.
23. Submit a term report summarizing activities during the program. See sample term report for more information.

### **General Responsibilities**

24. Provide KEI with reliable information regarding academics, professional opportunities, housing, safety and health, and other relevant items necessary for the smooth and safe operation of the program.
25. Make payments on behalf of KEI and KEI students to the host institution, housing authorities, utility companies, travel agents, and other third party providers essential to the operation of the program.
26. Assist KEI staff in designing an Emergency Response plan.
27. Assist KEI in customizing its 3 day Orientation Program and Information Guide to the host location.

28. Assist the KEI New York staff in organizing site visits for academic faculty and study abroad administrators from institutions in the USA.

**Compensation:**

- Base salary commensurate with location, experience and skills.
- Bonus based on student enrollment and performance evaluation.

**Qualifications:**

- Formal affiliation to the host institution: administrator, faculty, instructor, staff or graduate student.
- Superior verbal and written communication skills in English and the language of the host country.
- Advanced knowledge of the host educational system, culture and society.
- Excellent organizational skills.
- Leadership skills and team oriented attitude.
- Able to handle a high degree of responsibility.
- Able to travel in the geographic region as needed.
- Experience working in administration, travel and with U.S. students preferred.
- Knowledge of the U.S. higher education system preferred.

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**Job Title:** Resident Assistant (RA)

**Work Schedule:** Part Time

**Location:** KEI Program Location

**Position Summary:**

The Resident Assistant (RA) position requires a mature and knowledgeable individual to help manage KEI summer high school and precollege programs. RAs work closely with our onsite staff to ensure student safety, provide advice, coordinate cultural and social activities, assist during planned excursions, and lesion between students, onsite staff and KEI staff in NYC. RA positions are open to KEI alumni and students who participated or registered to participate in a university level program at the same host location as the high school/precollege program.

**Responsibilities:**

1. Monitor the health and safety of KEI program participants at the host location. Assist students in the event of illness or injury.
2. Hold regular meetings with students to discuss issues of concern.
3. Assist the On-Site Coordinator/Staff with their responsibilities, including, but not limited to, providing advise, coordinating cultural and social activities, planning excursions, and monitoring the group during planned excursions.
4. Represent KEI at the host institution.
5. Serve as a lesion between KEI, students and host institution.
6. Assist KEI in recruiting students for the program.
7. Reply to student and parent inquiries about the program.

**Compensation for KEI Alumni Serving as RAs:**

- Roundtrip travel between NYC and program location.
- Housing at the program location.
- Local transportation for planned group activities.
- Stipend of \$50 US per program participant. The stipend is treated as a bonus and only awarded for excellent job performance. Stipends are paid at the end of the program following a performance review based on evaluations from the On-Site Coordinator/Staff and program participants.

- A letter of recommendation indicating your participation, responsibilities, achievements and work experience.

**Compensation for KEI Students Serving as RAs:**

- RA Scholarship of \$250 US (deducted from the program tuition).
- Stipend of \$50 US per program participant. The stipend is treated as a bonus and only awarded for excellent job performance. Stipends are paid at the end of the program following a performance review based on evaluations from the On-Site Coordinator/Staff and program participants.
- A letter of recommendation indicating your participation, responsibilities, achievements and work experience.

**Qualifications:**

- Must be a college or graduate student.
- Must be a KEI program participant or alum.
- Must be very responsible.
- Experience as a KEI Alumni Representative and/or KEI Resident Assistant preferred.
- Proficiency in the language of the host country preferred.
- Excellent verbal and written communication skills.
- Leadership skills and team oriented attitude.
- Ability to travel internationally.

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**Job Title:** Alumni Representative (AR)

**Work Schedule:** Part Time

**Location:** University/College Campus

**Position Summary:**

Alumni Representatives (AR) are KEI past participants who represent and promote KEI sponsored international education programs. The AR position allows students to gain practical experience in leadership, marketing, promotions, international education, training, public relations and communication. The knowledge and skills gained through this internship are valuable for all majors, from business to international relations to journalism to science to premed. This is an excellent opportunity for students to enhance their resume and graduate school applications while earning money! Alumni Reps. may also be eligible to receive “Independent Study” or “Internship” credit from their home university.

**Responsibilities:**

1. Promote KEI on your own and nearby campuses. Distribute KEI promotional literature. Organize information sessions/table at student unions, academic departments and campus events. Attend study abroad fairs.
2. Create a marketing strategy that best suits your region.
3. Inform students on their campus of KEI programs. Speak with prospective students about your own experience. Respond to email and telephone inquiries from prospective students.
4. Connect interested students with KEI Program Managers.
5. Assist students with the KEI program application and enrollment process. Understand and advise students on the study abroad and financial aid policies of the home institution.
6. Report to the Director of Academic Relations at our New York City office. Send activity reports every two weeks.
7. Provide feedback and advice to KEI staff regarding recruitment of students and existing promotional literature.

8. Obtain permission from your study abroad office to promote KEI programs on your campus. It is important to establish a good relationship with the Study Abroad and academic offices. A close relationship will assist you in achieving your responsibilities.

**Compensation:**

- A stipend of \$1,000 US for referring 4 students per term. The referred students must register and participate in a KEI sponsored semester, academic year or summer program.
- A bonus of \$250 US for each student above the required minimum.
- A letter of recommendation indicating your participation, responsibilities, achievements and work experience.

**Qualifications:**

- Must be a KEI program alum.
- Strong desire to gain practical experience in leadership, marketing, promotions, international education, training, public relations and communication.
- Commitment to promoting KEI programs.
- Excellent verbal and written communication skills.
- Leadership potential and team oriented attitude.
- Ability to travel nationally when necessary.

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**Job Title:** Program Advisor

**Work Schedule:** Internship / Part-Time

**Location:** New York City

**Position Summary:**

KEI offers internship positions at our NYC office in the area of international program management and academic relations. Program Advisors work closely with our NYC staff on various projects related to international education. These internships are of particular value to individuals interested in the field of international education.

**Responsibilities:**

1. Become knowledgeable about KEI programs.
2. Answer student inquiries via telephone and email about study abroad.
3. Assist Director of Academic Relations in promoting programs.
4. Assist Program Manager with program operations and student management.
5. Assist KEI Director in program development.
6. Research projects related to program development, organization and operations.
7. Database maintenance and record-keeping.
8. Office management duties.

**Time Commitment:**

Interns must commit to a minimum of 10 hours per week. Additional hours may be required. The duration of the internship is indefinite – to be determined by KEI and intern. Internship positions may lead to full-time employment with KEI.

**Compensation:**

The initial four weeks serves as an evaluation period. Interns do not receive financial compensation during the evaluation period. Following the initial four-week period, interns receive a bi-weekly stipend of \$120 to

\$200 US dollars depending on their experience, skills and motivation. Interns also receive a letter of recommendation indicating their participation, responsibilities, achievements and work experience.

**Qualifications:**

- Must be a university student or recent graduate.
- Excellent verbal and written communication skills.
- Excellent organizational skills.
- Leadership skills and team oriented attitude.
- Study abroad and/or extensive travel proffered.
- Foreign language proficiency preferred.
- Experience with MS Office (Word, Outlook, etc.) preferred.
- Experience with MS Excel, FrontPage and Access preferred.