



Director, CIEE Prague

About Council for International Educational Exchange (CIEE)

A nonprofit, non-governmental organization, CIEE is the world leader in international education and exchange. For 70 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 more than 60 study centers in over 40 countries that support study abroad programs for over 6,000 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.

Summary of Position

The CIEE Prague Center Director is responsible for the quality and success of programs offered at the CIEE Study Center in Prague, Czech Republic. The position is responsible for coordinating all aspects of in-country operations as well as for long-range planning, program evaluation, and development. The Center Director is responsible for ensuring the highest levels of program quality and customer satisfaction. Programs may include semester and summer study abroad programs; faculty-led (FAC) programs; high school programs; internship programs, as well as other types of educational CIEE programs. This individual must live full-time in Prague in order to oversee the program.

Primary Responsibilities

Human Resources: maintain overall responsibility for all center staff and faculty; plan and execute a strategy to fill key center positions necessary for the development of programs; create and maintain a highly positive work environment; assure compliance with local employment law as well as CIEE employment policies and procedures.

Academics: oversee and coordinate the academic program in cooperation with our host institutions faculty and staff; advise students on course selection prior to the beginning of each semester; organize course registration activities and monitor changes in enrollment in coordination with staff at our local host institutions; submit final registration to CIEE registrar in a timely manner, prepare student grade reports and send promptly to Portland at the conclusion of the program; and serve as the first point of contact for any students requests for special academic exceptions, complaints, appeal etc.

Student Services: hold regular and well publicized office hours, confer with individual students as necessary and hold regular group meetings; plan and implement all aspects of services (visas and other legal procedures) that apply to students; plan and implement pre-departure orientation, airport pick-up and program orientation, cross-cultural information and training, program excursions and field trips, volunteer projects, housing, cultural and social activities, facilities (library, computer access etc.), personal counseling and student morale and culture shock, medical and psychological problems, legal matters, conflict resolution and discipline.

Health and Safety: monitor events in community related to health and safety risks; write annual safety audit covering health and safety information for participants, parents and sending schools; secure appropriate medical and professional services, maintain open communication among program sponsors and others who need to know of serious medical problems or injuries, develop and maintain emergency preparedness processes and crisis response plan; and communicate to participants applicable codes of conduct and take appropriate action when they are in violation.

Program Evaluation: manage the student evaluation processes after the orientation and at the conclusion of the program, including both evaluations of the program as a whole and of individual courses, help facilitate the visits of sending institution and evaluation teams (providing information, coordinating their schedules, establishing appropriate local contacts, setting up group and/or individual meetings with students), and write Term Reports at the conclusion of each academic term.

Program Management: manage all aspects of the program in accordance with CIEE policies and agreements, manage relationship with host institution, participate in the formulation of the annual budget, manage program finances, pay invoices, monitor budgeted spending and submit monthly expense reports to the Portland office, coordinate the housing and ensure that all necessary payments are made in a timely fashion.

Administration and Facilities Management: plan and execute all aspects of center administration, including but not limited to the maintenance, purchase and repair of information technology systems and equipment; buildings and grounds maintenance; and maintenance of furnishings.

Financial and Legal Management: ensure compliance with local tax and reporting requirements and with CIEE policies and procedures; maintain close contact with legal advisors on issues related to student immigration, employment practices, and governance and reporting requirements; maintain overall responsibility for annual budget and capital expenditure planning and monitor study center financial performance on a monthly basis; negotiate local host university financial protocols and fees and facility leases and other agreements; establish and oversee financial controls protocols; oversee cash flow management; and assume bottom-line responsibility for center margins.

Marketing: participate in the writing of program materials (promotional materials, catalogue copy, bulletins, handbooks, arrival information, orientation information, pre-departure reading list, course syllabi, curriculum vitae of teachers, information concerning the country, the location and the host institutions)

Other: Participate in Director worldwide meetings, the CIEE annual conference, or other professional meetings and duties as assigned.

Requirements

Knowledge & Skill Requirements:

- Doctorate preferred, Master's degree required
- Business experience – seasoned professional with 8-10 years minimum work experience with five years of that in hands on managerial experience in study abroad, international educational exchange, or a related higher education institutional setting
- Budgeting and financial analysis – Proven experience developing and managing budgets
- Seasoned leadership skills – Proven ability to lead a team through the complexities and challenges of a broad range of operational, programmatic, and student affairs issues
- People management – proven ability to be an extremely strong people manager and be able to accomplish challenging objectives and goals through others
- Process Management – Experience developing, implementing, and managing projects and/or processes
- Customer service – Extremely strong servicing skills and the ability to resolve issues fairly, expediently, and cost-effectively

- Academic Culture – In depth knowledge of and first-hand experience with U.S. and Czech academic institutions and their culture and processes
- Thought leadership – Ability to challenge the way we do business, encourage new ideas/approaches, and understand broader implications of a wide range of business issues
- Integrity – Role model for professionalism and commitment to CIEE values and stated goals. Must exhibit such professionalism both internally (for all employees) and externally (for constituents and partners)
- Interpersonal skills – Ability to engender the trust and confidence of a number of stakeholders and be able to deal effectively with a wide variety of often sensitive issues
- Superior written and verbal communication skills – Ability to effectively communicate with students, parents, faculty, members of the Academic Consortium Board and other employees. Must be able to understand, work through, and resolve a wide range of both business and academic issues
- Technical skills – Familiarity with the Microsoft suite of software and proven interest in using technology to improve business functions
- Language/Culture – Fluency in Czech and English required
- Ability to apply good judgement under pressure and to make reasoned and informed decisions in high-ambiguity situations