Title: Assistant Director of Global Education

Department: Office of Global Education, Dean of Faculty Reports to title: Director, Office of Global Education

Full Time: X Part Time: Date Prepared: April 3, 2019

Position Grade: PT-2 Regular Daily Work Schedule: to

Pay Type: Weekly Monthly X Months Per Year: Hours Per Week: 40

(Summer Months) Months Per Year: Hours Per Week: 40

1. Summary of Position:

The Assistant Director provides student advising, event programming, and resource development for the Amherst College study away program. Advises students on expectations of study away at Amherst, including credit and non-credit bearing opportunities. Plans events and collaborates with other departments on campus and student groups to promote the study away program. Develops and maintains a social media presence that communicates the goals and mission of the office. Supervises student employees. Facilitates visits from study away programs and exchange partners to campus. Takes appropriate actions to support a diverse workforce and participates in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

2. Principal Duties and Responsibilities:

Student Advising (50%)
- Work one-on-one with students to advise on appropriate programs for credit and not-for-credit.
- Guide students through petition process for non-approved programs, i.e. research programs, write cover letters, make recommendations to faculty Committee on Global Education.
- Engage in sensitive communication with students, including topics such as managing physical and mental health off campus, accommodations, academic and disciplinary standing.
- Oversee and maintain student records College data.
Programming and Resource Development (20%)
- Create and implement signature events for the office (e.g. international photo contest).
- Collaborate with academic departments, cultural resource centers, student groups, and returned study away students to plan new events (e.g. STEM majors abroad, first-gen/low-income considerations).
- Develop pre-departure programs that help prepare students for time off campus by addressing topics such as cultural adjustment and navigating social identities in a new context.
- Develop re-entry programs that help students returning to campus understand and process topics such as reverse culture shock and collaborate with the resource centers and academic departments to develop programs that would help students integrate their experience back on campus.

Social Media and Communications (15%)
- Create weekly Mailchimp newsletters for prospective students, as well as occasional check-ins with students currently off campus and those who have recently returned.
- Maintain WordPress blog, including proofreading/editing post drafts and providing feedback to students, as well as uploading completed posts.
- Manage social media platforms (i.e. Facebook, Instagram, Twitter) and post content for student outreach, event promotion, etc.
- Develop and implement social media campaigns that align with and promote the mission and vision of the Global Education Office.
- Develop and maintain webpage including resource pages. Create forms, surveys, etc.

Student Workers Supervision (10%)
- Interview and hire student employees (e.g. interns, bloggers).
- Provide regular training and guidance to student interns.
- Assist interns in creating and implementing social media campaigns and co-sponsored programming with student organizations and the resource centers.

5% Performs other duties/functions as requested.

All employees are expected to participate in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:

Requires ability to facilitate complex discussions (including Title IX mandate reporting), serves as a resource for the College community, and creates complex written communications. Regular internal and external interaction with various contacts (e.g. students, parents/guardians, programs providers and universities, faculty, faculty committee, Registrar, IT, resource centers, student groups, and professional associations and peer groups) for the purpose of implementing policies, arbitrating decisions, and facilitating relationships. Internal and external interaction with various contacts (e.g. class deans, case management, Counseling Center) regarding confidential student matters and concerns, as necessary. Represents the department on committees, and the College more generally, on professional associations, during site reviews and evaluations, other relevant organizations.

4. Education: (include certifications and licenses)

Required: Bachelor’s degree

Preferred: Master’s degree
5. **Experience:** (List specific skills necessary to perform this job)

**Required:**
- 2 years of related experience in global education
- Knowledge of standards and best practices in the field of global education.
- Strong written and verbal communication, time management, public speaking, interpersonal, and organizational skills
- Experience managing professional social media accounts
- Experience advising students
- Proficient computer skills including Word and Excel
- Foreign and domestic travel several times a year is expected, as well as working evenings and weekends as needed for programming
- Experience working with a diversity community

**Preferred:**
- 3+ years related experience in global education
- Experience studying, working, and/or living abroad for at least one semester
- Experience with programming related to diversity and inclusion

6. **Environmental and Physical Demands:** (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

Lift, carry, push and pull normally up to 25lbs (i.e. moving boxes of off-campus program brochures and room set up for events).

Repetitive motions include hands, wrists and fingers. Visual – normal concentration.

7. **Decision Making:**

- Requires working with students, often in a sensitive manner, to determine appropriate programs for academic and personal goals.
- Requires advising and trouble-shooting with students, their families, program and university staff, and other constituents to resolve issues that may arise throughout the study away process.
- Requires working with faculty members, academic departments, and other offices on programs appropriate for students.

8. **Supervision Exercised/Received:**

Supervises student workers. Minimal supervision received by the supervisor.

**Supervisory Responsibility:** Yes [X] No

**Number of Employees Supervised:** 5-10 student employees