WORKING TITLE: Study Away Student Services Coordinator  
HAYES-HILL TITLE: Associate Student Services Coordinator  
APPOINTMENT: 100%, 12-month, renewable appointment.  
REPORTS TO: Student Services Program Manager III, Office of International Programs

Position Summary:
Within the Office of International Programs, the Study Away Coordinator is responsible for overseeing all office activities related to study abroad and the National Student Exchange (NSE) at the University of Wisconsin-Superior with the aim of maximizing the number and diversity of students participating in study away programs. The Coordinator develops, promotes and coordinates study away programs, and manages emergencies and health issues for study away students. The Coordinator also provides international student-related services as needed, including having primary responsibility for international student insurance policies, billing and advising.

Duties and Responsibilities:
- Promote and advocate for study away programs and NSE; communicating with students, parents, faculty, staff, administrators, and overseas colleagues, regarding study away issues; make presentations, participate in information sessions, collaborate on promotional efforts (including social media) and organize study away fairs
- Advise study away participants with issues such as program selection, the application and acceptance processes, course selection, obtaining visas, securing appropriate housing, pre-departure preparation, maintaining health and safety while away, and re-entry issues
- Oversee the maintenance and management of applicant/participant files and study away records.
- Organize and supervise pre-departure orientation and re-entry workshop for returnees
- Hold primary responsibility for the development and management of study away policies, procedures, budgeting, and strategic planning
- Raise awareness of study away scholarships and affordable study away opportunities; assist students with finding and applying for scholarships and understanding the implications and opportunities for financial aid
- Provide assistance and administrative review to faculty developing study travel programs including procurement of required UW-System insurance plan. Develop and revise as necessary UWS administrative guidelines for faculty-led study away programs
- Serve in lead risk management role as key contact for emergencies and health issues for study away students. Coordinate responses and actions for critical incidences and emergencies that affect international programs, and establish safety policies and emergency procedures for UWS study away programs
- Collaborate with UW System colleagues to expand opportunities abroad and stay abreast of UW System policies with implications for study away at UW-Superior
- In collaboration with faculty and the Registrar’s Office, coordinate the process of determining course equivalencies for study away coursework
- Serve as campus representative to WCWC Experience Scotland Advisory Committee.
- Attend the annual NSE placement conference; organize and conduct periodic site visits to UWS partner and affiliate study away programs
- Serve as account manager for all study away accounts including the Wisconsin in Scotland and Study Abroad accounts as well as process necessary chargebacks for NSE expenses
- Supervise a team of study away student returnees who serve as mentors, advise, give presentations and assist with marketing and promotional efforts.
- Oversee billing, communication, advising and adherence to policies for the UW System mandated international student insurance policy.
- Provide other international student services and provide administrative support for the OIP as needed.
- Other duties as assigned.

Knowledge, Skills and Abilities:
- Knowledge of intercultural issues and topics related to study away programs
- Skilled in organizational and administrative areas, including budgeting, and event planning
- Strong communication skills both written and verbal
- Ability to communicate effectively with a diverse population and community
- Proficiency with Microsoft Office (Word, Excel, PowerPoint, Outlook) and integrated information system(s)
- Ability to work in a professional and collegial capacity with diverse students, administrators and faculty and to effectively handle a broad range of high level and sensitive interpersonal situations
- Ability to analyze complex situations accurately and adopt effective courses of action
- Ability to develop and manage programs and projects
- Ability to commit to the enhancement of globalization in a higher education setting
- Ability to work evenings and weekends as needed
- Ability to travel within the US and abroad and must have valid driver’s license
- Ability to work effectively with little supervision and as part of a team

Minimum Qualifications
- Bachelor’s degree from an accredited institution
- Two years of relevant experience in the field of international education
- Study abroad or international living experience

Preferred Qualifications
- Master’s degree from an accredited institution
- At least one year of experience working in the field of study abroad
- At least one year of experience working in a higher education setting
- Experience advising student organization(s)
- Experience with integrated student information systems, such as PeopleSoft or Hobsons
- Proficiency in a foreign language