

POSITION DESCRIPTION

POSITION TITLE	Coordinator, Customised Programs
FULL OR PART-TIME	Full Time
PERMANENT/ CASUAL	Permanent
RESPONSIBLE TO	Manager, Customised Programs
SUBORDINATE STAFF	Nil

POSITION PURPOSE

The purpose of this position is to assist and support the Customised Programs Manager in the coordination of the CISaustralia Customised Programs (study tours).

The position is a permanent full-time position responsible for various administrative tasks and the logistical oversight of specific partner University Customised Programs. The position will send groups to various locations around the world.

The coordinator will be responsible for the design and submission of program proposals to these destinations and the logistical management of all approved programs – with support from the Customised Programs Manager. A key focus of the position will be relationship development and maintenance of institutional relationships.

Administrative duties might include enquiry management, logistical planning, development of key support documents, developing travel and educational itineraries, making various travel reservations, developing proposals, follow up, evaluations, finance admin.

Developing and maintaining a positive relationship with Australian University partners is a critical element to the position.

DETAILED DUTY STATEMENT

Customised Programming

1. Assist University Academic staff to create exciting and academically engaging group travel program itineraries
2. Develop and coordinate specific Customised Programs, including:
 - a. Proposal design and development
 - b. Logistical planning including, but not limited to, hotel accommodations, transportation, and excursions for both students and academic staff
 - c. Update and review upcoming reservation due dates and manage the scheduling of all reservations, logistics and events
 - d. Coordinate multiple Customised Programs at any one time
 - e. Coordinate risk assessment and associated documentation
 - f. Work closely with international partners and service providers to make program arrangements
 - g. Create and distribute program pre-departure materials and handbooks
 - h. Manage student and staff evaluations, on the groups return
 - i. Facilitate the review process for all returning programs, including the development of a post program report

3. Network and build strong relationships with Australian University International Office staff and Faculty at the Universities
4. Present the CISaustralia brand in a highly professional manner at all times
5. As per the CISaustralia Human Resource (HR) Guide and as required during periods when students are abroad, and in liaison with the Manager, Customised Programs, CISaustralia, be available 24/7 to answer inbound calls on the CISaustralia emergency phone and to then facilitate and manage the associated appropriate response as per the CISaustralia Risk Management and Emergency Response Plan.
6. Other duties as required by the Executive Director and Manager, Customised Programs

Sales, Recruitment and Marketing:

1. Network, communicate and build relationships with Australian University International Office staff and Faculty at the Universities
2. Proactively market Customised Group Programs to Australian University administrators and academic staff

Admissions / Administration:

1. At times, assist the Executive Director with various administrative tasks
2. Other duties as required by the Executive Director and Manager, Customised Programs

SELECTION CRITERIA

The successful candidate must meet the following essential criteria:

1. International travel experience (documented on application)
2. An unwavering passion for travel, cultures and education
3. Drive and motivation to work in a small innovative company with a supportive, relationship-centred culture
4. Completion of a bachelor's degree level qualification, and / or minimum 3 years' experience working in a related field
5. Competent IT skills, particularly with Microsoft suite (Outlook, Word, Excel, PowerPoint)
6. High standard of organisational, planning, logistics & communication skills
7. Advanced problem-solving skills and an attention to detail
8. High standard of organisational, planning, logistics & communication skills
9. High standards of customer service in a cross-cultural environment
10. Ability to work independently and as an effective member of a small team in a busy work environment

Authorised	Executive Director
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