

Assistant Work & Travel Program Coordinator

Join the Center for International Career Development (CICD) team for a challenging position in the field of international cultural exchange. Annually, CICD sponsors more than 3000 participants from around the world to take part in our J-1 internship, training and work/travel programs in the USA. CICD is a U.S. Department of State-designated exchange organization headquartered in Seattle, WA.

If you are a fast learner and team player passionate about international exchange we invite you apply! CICD's Work and Travel program aims to provide cross-cultural exchange opportunities for foreign university students to engage in people-to-people diplomacy while offsetting their travel costs working at entry-level seasonal jobs.

Our focus is helping international students participate in career building, life changing seasonal work and play programs in the U.S. by vetting host employers for eligibility and assisting with all required visa documents. Our Seattle office team process documents and assists with mid-program issues from the comfort of our desks. It's our job to set the Exchange Visitors up for success on the program, advising them to stay in compliance with federal regulations. This means you'll be doing a lot of creative problem solving with international students from over 50 countries participating throughout the U.S.!

If you want to get a preview of the great experiences our participants are having, check out our Instagram page at <https://www.instagram.com/cicdworkandtravel/>

Core Responsibilities:

- Help process application documents
- Create and maintaining accurate database records
- Assist with regularly scheduled reports and partner/participant feedback
- Answer participants' programmatic questions and general inquiries via the phone, voicemail, email, and social media
- Enroll participants in program insurance coverage
- Organize information and DS 2019 mailing packets
- Act as point person for social media communications
- Build strong working relationships with prospective host employers, current program participants, partner agencies and other key stakeholders via phone, zoom, and email
- Evaluate and vet participant placements with prospective host employers using publicly available information and via phone interviews
- Assist with cultural event planning (documenting activities in our database, sending out E-blasts, etc.)
- Support our collaborative and supportive office team environment
- Other tasks and projects as assigned

Core Competencies:

- Demonstrated skills in planning, organization and time management
- Ability to communicate essential and potentially sensitive information in a personable yet professional manner via phone, webcam and email

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- Desire and ability to work both collaboratively as a team as well as individually
- Ability to remain very detail-oriented and organized under tight deadlines
- Sense of humor and positive attitude
- Ability to multi-task in a fast-paced environment

Required Experience:

- Degree in related field or equivalent relevant work/volunteer experience
- Excellent problem solving skills
- Extremely detail-oriented and organized
- Relevant experience with data organization and database use
- Excellent communication skills, ability to be personable and professionally via phone, in-person, and email
- Excellent writing skills - editing experience a plus
- Familiarity with MS Office, Google Workspace, commonly used software, and social media/networking
- Ability to effectively handle multiple tasks in a fast-paced environment
- Fast learner who excels at cooperative teamwork
- Good sense of humor and positive attitude
- Experience with conflict resolution and de-escalation
- Experience working with non-native English speakers a plus
- Local candidates only - must be able to work at the Seattle office weekly

Location: Seattle, WA (University District)

Start Date: Immediately

Hours: Full time (Monday through Friday)

Salary: DOE plus:

- Medical, dental, and vision insurance benefits (multiple options offered, including employer sponsored HSA)
- Employer-matched retirement plan

To apply for this position:

1. Email your resume and cover letter about your interest in the position to CICD at resumes@cicdgo.com.
2. In the subject line please write "Application for CICD SWT Assistant Program Coordinator Position" to ensure our immediate attention.

Please do not call CICD about this position. We will contact selected applicants to arrange for interviews.