

International J-1 Program Assistant

Join the Center for International Career Development (CICD) team for an exciting position in the field of international exchanges. CICD sponsors more than 3500 participants annually from around the world to take part in our J-1 internship, training, teacher and work/travel programs in the USA. CICD is a U.S. Department of State-designated exchange organization based in Seattle, WA.

If you are a fast learner and team player passionate about international exchange, language, cultural activities and education, we invite you to join our team! We are helping international participants build their careers through life-changing internship and training programs in the US.

Position Description:

CICD's International J-1 Program Assistant provides support to our Intern/Trainee/Teacher Team, as well as guidance for and thorough vetting of incoming applicants to ensure their eligibility and that they get the most out of their program experiences in the US. Our Program Assistant enjoys working with people from around the world and the US from a wide range of industries and cultures.

Core Responsibilities:

- Assist with digital filing and data entry
- Manage social media accounts, generating content and responding to inquiries
- Answer general phone and email inquiries and follow-up
- Prepare mailings for daily FedEx pickups
- General office administration and data management (entry, review and maintenance)
- Communicate with representatives of CICD's international partner organizations
- Conduct webcam screening interviews with international candidates for program participation
- Speak with prospective internship supervisors located throughout the US and across different professional trades
- Assist U.S. host companies in creating viable training program outlines
- Assist current international participants and host employers with all aspects of program participation and compliance
- Correspond with prospective and current participants and host company personnel
- Assist with visa related document mailings and documentation for program participants
- 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
- 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

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- Sense of humor and positive attitude
- Ability to multi-task in a fast-paced environment

Required Experience:

- Bachelor's degree or higher in a field related to international studies, business, or communications
- At least two years of professional experience, preferably in customer service, business administration, international relations or related field
- Experience using databases
- Familiarity with MS Office and Google G Suite tools
- Experience working with non-native English speakers
- Experience with conflict resolution and de-escalation
- Local candidates only

Desired but not required:

- Experience delivering confidential, time-sensitive information to key stakeholders in high-pressure situations
- Familiarity with CRM Software such as HubSpot, Salesforce, Zoho
- Editing experience
- Professional level proficiency in a foreign language a plus
- Experience studying, working, or interning abroad

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. E-mail your cover letter, resume, and a writing sample* as attachments to CICD at resumes@cicdgo.com.
2. In the subject line please write "Application for CICD J-1 Program Assistant" to ensure our immediate attention.

*Include at least one independent writing sample demonstrating professional level written communication.

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