



## Center for International Career Development

4530 Union Bay Place NE, Suite 214

Phone: 206-985-2115, Fax: 206-527-0338

E-mail: [cicd@cicdgo.com](mailto:cicd@cicdgo.com), Web: [www.cicdgo.com](http://www.cicdgo.com)

Seattle WA 98105, USA

### **J-1 Intern/Trainee Program Coordinator**

Join the Center for International Career Development (CICD) team for a challenging position in the field of international exchange. Annually, CICD sponsors more than 2400 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 based in Seattle, WA.

If you are a fast learner and team player passionate about international exchange, languages, and intercultural education, we invite you to join our inbound Trainee/Intern program team! Our focus is to set career-minded, international individuals up for success by guiding them swiftly and efficiently through the J-1 visa application process.

We are looking for curious professionals who have a drive to learn and grow as individuals, as well as support a team of passionate Program Coordinators to facilitate life-changing cultural exchange programs. An ideal CICD Program Coordinator candidate is comfortable balancing many tasks at once in a spirited, open-office environment and strives to collaborate with team members and stakeholders to build meaningful relationships and formulate creative ideas to solve problems.

Please see the bottom of this posting for directions on how to submit your resume and writing sample. Applicants who do not complete this step will not be considered.

#### **Core Responsibilities:**

- Collect required visa documents from U.S.-based companies and international candidates and guide them through the J-1 visa application process in a compassionate and creative way
- Conduct webcam interviews with international candidates for J-1 program participation, while being mindful of cultural differences and varying levels of English language ability
- Interview prospective internship supervisors located throughout the U.S. and gain exposure to a wide variety of industries as part of the vetting process
- Assist U.S. internship host companies with creating interesting and challenging training program outlines
- Assist current program participants and their host companies with all aspects of program participation and compliance with Department of State program requirements
- Correspond with prospective and current participants and host companies via email and phone to ensure a positive program experience
- General office administration and management of sensitive client information (data entry, review, and maintenance)

#### **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 and email
- Desire and ability to work both collaboratively as a team as well as individually



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- Ability to remain detail-oriented and extremely organized under tight deadlines
- Compassionate and humble attitude to handle interaction with non-native English speakers
- Ability to adapt to new regulations in a growing industry and company, flexibility and grace to handle new and unknown situations
- Willingness to accept feedback and grow professionally, as well as personally

### Required Experience:

- Bachelor's degree (international relations major or minor preferable)
- At least two years of professional experience, preferably in customer service, business administration, international relations, or other fast-paced, customer-facing positions
- Experience using databases
- Familiar with MS Office suite
- Typing speed of at least 60 WPM
- Experience working with non-native English speakers
- Experience with conflict resolution and de-escalation
- Local candidates only
- Professional proficiency in a foreign language a plus

Start Date: ASAP  
Hours: Full time (Monday through Friday 9 AM to 5 PM)  
Salary: DOE plus:

- Health, vision, and dental insurance (multiple options offered, including employer sponsored HSA)
- Employer matched retirement plan after 1st year of employment

Location: Seattle, WA (University District)

### To apply for this position:

1. Email your cover letter, resume, and a writing sample\* (instructions on next page) as attachments to CICD at [resumes\(at\)cicdgo.com](mailto:resumes(at)cicdgo.com).
2. In the subject line please write "Application for CICD Coordinator Position" to ensure our immediate attention.

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



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**\* Writing Sample Directions:**

**Step 1.** Please write a reply to each sample e-mail below. Some context is provided to assist you with composing your answer.

**Step 2.** Copy the questions and your responses to a Word document or PDF to submit with your cover letter and resume.

**Email Sample 1:** Internship Applicant - Misunderstanding about Fees

“You told me in your last email that I need to pay an additional fee to SEVIS for my program. This was NOT included in the information I was given, or in my invoice paid to your company. I really hope I mistook this information and that I do not have to pay anymore. If I had known about this additionally fee I would not applied with you. I feel like you mislead me. Please provide me an explanation.”

*Some background information:*

The information about the fee was provided to the applicant at the beginning of their application

The fee is required for the program, and non-refundable

**Email Sample 2:** Supervisor Wants to Pass the Buck!

“Thank you for sending the final contracts to me for signature. I will be out of the office for 1 week starting tomorrow, so I have CC’d our HR administrator Lauren to this email so she can sign.

Best regards,

Karen Green”

*Some background information:*

The HR administrator is not allowed to sign the documents. Karen must sign the documents.

The intern’s program start date on the contract is in 2 weeks, so Karen should sign as soon as possible to avoid a delay and excess paperwork.