

POSITION DESCRIPTION

Job Title: Program Associate II,
International Exchange Programs

Division: D324: IIE/Houston –
Southern Regional Center

Reports to: Senior Manager,
International Exchange Programs

IIE's office in Houston, Texas manages an exciting array of programs and contracts for the U.S. government, U.S. corporations, foundations and foreign sponsors. The work is dynamic and team-oriented. Enthusiasm for IIE's mission, respect for IIE's policies and procedures, and ability to meet sponsor requirements and deliverables are of premier importance to the work of the division.

Purpose of Position: The Program Associate II works as part of a close team (Program Managers and office Director) to administer the international scholarship exchange programs for students from around the world, including the Middle East/North Africa region, Indonesia and Russia. The position provides administrative support for the overall management of the programs, and assists with scholar selection processes, reporting, event planning, immigration compliance, outreach and online scholarship application of existing and newly established programs.

Primarily, the Program Associate II will be responsible for organizing and maintaining immigration and academic files (both electronic and paper) on all students, paying tuition invoices and building rapport with university billing offices, preparing student progress reports, processing applications and meeting preparation. The position may assist with the website, financial reporting, and correspondence with the students.

Responsibilities:

- Answers daily e-mail inquiries and phone calls regarding the scholarship programs.
- Supports organization of selection panels, outreach initiatives and online application processing.
- Maintains relationship with university accounts offices.
- Responsible for organization and maintenance of immigration and academic records and document tracking.
- Assists with accurate data entry to the electronic student records database. Creates and maintains new files for students.
- Arranges travel for students as needed.
- Assists with student reporting preparation including collection of required immigration and academic documents.
- Gathers information for quarterly sponsor reports on current and future student trends, progress and expectations.
- Receives, organizes and processes payment tuition and other program expenses as

needed.

Qualifications: Experience/Knowledge/Skills:

- Bachelor's degree required
- Experience working with international students and immigration files a plus.
- Proven organizational skills and attention to detail required.
- Ability to multitask effectively.
- Excellent interpersonal and communication skills.
- Requires flexibility and ability to handle heavy workload.

Internal/External Contacts: Prospective and current scholars from all scholarship programs via email and phone. Position has contact with the New York Controller's office, Placement and universities where students are located.

Supervision Exercised: None

Supervision Received: Works under general supervision of the Assistant Director of International Exchange Programs.

The Institute of International Education is an Equal Opportunity Employer.

To apply, please email your resume and cover letter, with salary requirements, to htheisen-gandara@iie.org. Thank you.