

Position Description

Position:	Education Abroad Intercultural Program Coordinator
Direct Supervisor:	Education Abroad Program Manager
Location:	Rabat, Maroc
Statut:	Full-Time

Position Summary:

The Amideast Education Abroad Intercultural Program Coordinator helps ensure the overall quality of the student life experience in the Amideast Education Abroad Program (AEAP) in Rabat, Morocco.

The coordinator works primarily on cultural affairs issues for the Education Abroad Program that includes providing critical support for co-curricular and extra-curricular aspects of the program and experiential learning. This position provides key support for student life and activities outside of the classroom and serves as a key member of the emergency response team. The coordinator is a key member of the AEAP in Morocco and contributes to the Education Abroad team in maintaining student well-being, serving as a cultural resource for adaptation into Moroccan society, and being available for all general student inquiries.

The coordinator should be flexible to work both on an off-site, as required, sometimes during overnight excursions outside of Rabat. They will also be required to take a week-long shift once a month with the staff emergency phone, and to take necessary action, such as transporting students to the hospital or dealing with local authorities after work hours. The coordinator reports directly to the Education Abroad Program Manager (PM).

DUTIES

Intercultural Programs Support:

- Under the supervision of the PM and in collaboration with the Arabic Coordinator, Academic Coordinator, and Senior Program Coordinator, leads the development and implementation of many cultural events and lectures, orientations, field trips, excursions, etc. for the non- USG high school programs, including the Semester Abroad Program, Summer Intensive Arabic Program, and customized programs
 - o Organizes the schedule for and assigns cultural activities prior to student arrival
 - o Coordinate with staff to organize, implement, and fund these cultural activities
 - o Ensures background checks on new vendors are submitted by Program Assistant, supervises the Program Assistant in maintaining a database of these checks
 - o Organizes and maintains a database of cultural activity contacts and organizations
 - o Develops new and creative cultural activities and replace ones that have become too routine or are no longer relevant to Amideast curricular goals

- Under the supervision of the PM and in collaboration with the Senior Program Coordinator and the Program Assistant, takes the lead in the recruiting, hiring, and managing of Language Partners (LPs) for all programs
 - o Design the online application for LPs, updating it on a yearly basis
 - o Arrange for interviews before the start of the summer season with all LPs
 - o Collect resumes and another HR data on LPs with the help of the Program Assistant
 - o Work with the Senior Program Coordinator or the Program Manager (depending on the program) to match LPs with Ed Abroad students
 - o Manages the language partners attendance and performance during each program, providing mentorship and advice, and facilitating communication between the program coordinators, Arabic teachers, and language partners
- Under the supervision of the PM and in collaboration with the Senior Program Coordinator and the Academic Coordinator, takes the lead on managing the volunteer placement/CBL service-learning program
 - o Keeps an updated list of placements (NGOs, businesses, government agencies) and works with them to maintain healthy relationships
 - o Works with Academic Coordinator or the Senior Program Coordinator to place students at these organizations based on student resumes
 - o Performs regular visits to placements to ensure program compliance by both student and placements supervisors
 - o Helps Senior Program Coordinator and Academic Coordinator present placements to students and put them in the context of Amideast and Moroccan society
- Accompanies students on excursions on a rotating basis with other staff and teachers, on a schedule determined by team consensus and the Education Abroad Program Manager, managing logistics, dealing with student emergencies/issues, and being the first point of contact for first aid needs for all programs
- As needed, assists the team in arranging and accompanying transportation for the program. Includes airport pickups, field trip/excursion transportation, staff transportation (as needed), transportation to medical appointments, transportation for customized programs, transportation for institutional visitors, etc.

Program Management:

- In collaboration with the Program Assistant and Senior Program Coordinator, takes the lead managing student healthcare support, especially during normal work hours: making appointments with doctors, accompanying students, following up with medical labs and purchasing prescription medications. Delegates to other staff with permission of the PM, especially during emergencies and evening and night hours
 - o Leads a Medical health insurance and student privacy orientation session
 - o Keeps track of the emergency medical kit for all programs, and requests refill of medicines to Program Assistant when needed



- o Requests Program Assistant to scan medical receipts, when Program Assistant is not available, scans the documents themselves. Emails these medical receipts to students directly.
- Is available to students during regular, posted office hours, especially related to extra- and co-curricular activity concerns
- Is available to serve as the main point of contact for some short-term customized programs, depending on staff availability and previous experience
- Serves as a member of the emergency response team which provides 24/7 assistance to students along with other staff members, and participates in staff emergency phone rotation response
- Is available to support all programs and a variety of program components outside of office hours
- Helps coordinate and assists with additional aspects of the AEAP Student Life Program with the PM and other program staff such as:
 - o Visas, police registration, and other legal procedures that apply to students,
 - o Arrivals and on-site orientations,
 - o Cross-cultural information and training, and student adjustment issues
 - o Program cultural and social activities

Administrative:

- Assists the PM and Senior Program Coordinator with all assuring compliance with program guidelines, documentation, and reporting
- Update Deltek timesheet daily
- Collaborates closely with the PM to coordinate with the Amideast/Morocco Finance department for timely purchasing requisitions, payments for activities, lecturers, and other program expenses, and ensuring correct coding of expenses
- Assist in the development of social media marketing materials for programs in coordination with the social media intern and Program Manager in Morocco and Amideast HQ staff
- Assists faculty with getting extra-curricular materials posted to LMS, course packs, or other clerical duties such as photocopying.
- Attend and participate in mandatory Education Abroad weekly staff meetings and weekly HQ-Morocco Meetings
- General clerical and administrative duties relevant to the Education Abroad team, as assigned by the Program Manager or Country Director.

QUALIFICATIONS

Required Qualifications

- Bachelor's degree Middle East North African studies, English studies, French area studies, education, intercultural communication, international relations, or a related field
- Advanced written and oral language skills in French, Arabic, and English



- 2-3 years' experience working in a position of authority with high school or undergraduate students
- Ability to exercise good judgment and discretion in handling on-program support and sensitive information
- Experience overseeing and guiding groups
- Strong interpersonal and intercultural communication skills
- Demonstrated skills in academic and personal counseling
- Demonstrated skills in general financial accountability

Preferred Qualifications

- Master's Degree in Middle East North African studies, English studies, French area studies, education, intercultural communication, international relations, or a related field
- 2-5 years' experience with Americans and other foreign students in Morocco
- Advanced written and oral language skills in Tamazight, Tashelheet, or other Amazigh dialects
- Experience and connections in Rabat-Sale-Kenitra area related to NGO and/or business work
- Experience with language learning pedagogies and/or linguistics

Salary and Benefits

This is a local hire position; the salary is competitive and based on experience. Benefits include local health and life insurance; paid annual and sick leave; 15 annual holidays, and 12-month salary

Understanding:

- Will be required, on occasion to work more than 8 hours per day and/or 44 hours per week.
- Some tasks may require evening and weekend work and the Program Coordinator must be available 24/7 in case of emergency.
- Willingness and ability to travel outside of Rabat frequently and outside of Morocco occasionally is essential.
- Willingness and ability to take emergency phone calls at night and during early hours of the morning and to take necessary action including transporting students to the hospital or dealing with authorities, etc, is essential.
- A high level of communications skills and ability to deal frequently with members of the EA team and other AMIDEAST team

Note: This job description is not intended to be all-inclusive, and the incumbent will perform other reasonable business-related duties as assigned by the Country Director and the Program Manager. Amideast reserves the right to change duties and responsibilities as needed.