Job Summary

The UCEAP Beijing Study Center, located at the PKU campus, provides year-round academic and student welfare support to approximately 100 UC participants annually at three partner institutions in Beijing.

Under the general supervision of the Associate Director the Program Administrator provides student services, academic administration, study center finance, and general office administration for UCEAP’s Beijing, China programs. Communicates with students, host institutions, and the UCEAP systemwide office on program administration, policies and procedures, requirements, and student welfare related issues.

Scope

Generic Scope: Professional who applies acquired job skills, policies, and procedures to complete tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action.

Custom Scope: Supports the day-to-day study center administrative operations and student services. Independently responds to student inquiries and program issues according to clear guidelines and/or policies regarding academic, administrative, and student life matters inherent to education abroad programs. Exercises sound judgment when consulting on complex issues. Guidance on complex issues requiring in-depth knowledge of programs is provided by the Associate Director, the systemwide office, UC campuses, and host institution offices specializing in those fields. Serves as the back-up and provides assistance to the Associate Director for emergency student welfare issues, including emergencies outside regular business hours.

Key Responsibilities

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<td><strong>Academic Administration:</strong></td>
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<td>• Provides general information and assistance to students on varied aspects of their academic experience, including registration, course selection, and program requirements.</td>
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<td>• Identifies and refers complex student issues/grievances such as complex grade dispute issues to the Associate Director. Advises on petition exceptions; facilitates new and expired course approval through interaction with the UCEAP Academic Specialist.</td>
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<td>• Prepares course descriptions of new and revised courses in accordance with EAP policies</td>
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<td>• Maintains and updates office academic records including the MyEAP Master Course Catalogue in collaboration with the UOEAP Academic Specialist.</td>
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<td>• Maintains and updates a network of organizations and firms for internship opportunities, community services projects, and volunteer services; Advises students on opportunities.</td>
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<td>• May participate in information sessions organized by the host university to promote interest in UCEAP opportunities and encourages current UCEAP students at the institution to participate;</td>
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<td><strong>Student Services:</strong></td>
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<td>• Provides students with general assistance, advice, and information to educate them about the country, culture, academic environment, and safety and security.</td>
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<td>• Responds to routine student issues and identifies and refers for resolution non-routine student issues such as alleged discrimination and students’ personal crises.</td>
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<td>• Student Orientation &amp; Events: Plans and implements student events such as orientation, local excursions, and other non-complex student events and assists in the planning and</td>
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implementation of complex events.
- Maintains current, reliable information about local health and safety risks including program-sponsored activities, accommodations, events and excursions.
- Maintains good communication among all program sponsors and contacts about health and safety issues, incidents and problems.
- Serves as back-up contact for student emergencies, including after hours.
- Student Conduct: Provides information to students and faculty regarding campus policies and procedures on student conduct.
- Handles sensitive student information confidentially.

**Administrative Services:**
- Supports the day-to-day study center operations including financial duties and may include some of the following functions: IT, facilities and external vendor contracts.
- Uses software as needed to develop and prepare quarterly spending plan and monthly expenditure reports (Quickbooks). Keeps accurate records of expenditures and reconciles Study Center financial accounts; Adheres to approved budget and notifies UCEAP finance in advance of any deviations. Responsible for AR/AP for study center.
- Provides general office support including arranging travel, scheduling meetings, and maintaining office supplies and equipment; prepares responses to routine correspondence, email, phone inquiries, etc.
- Develops and maintains outreach programs using social networking media (Facebook, webpage, Twitter etc.) for current and potential student participants.
- Coordinates work assignments of part-time staff and student interns.
- May train and supervise staff, interns, etc.

**Host Institution and Third Party Provider Relations:**
- Establishes and maintains successful, positive relationships with partner institution international office colleagues.
- Coordinates with host institutions on a regular basis to facilitate academic programs and resolve student issues.
- Promotes the mission and services of UCEAP.
- Leverages host institution resources to maximize student services and Study Center efficiency.

**Miscellaneous**
- Serves as the back-up to the Associate Director and provides assistance for emergency student welfare issues, including emergencies outside regular business hours.
- Undertakes other tasks deemed essential to the effective operation of the Study Center.

**Required Knowledge and Skills**
- Familiarity with the city of Beijing, including the culture, sites, and infrastructure.
- Multicultural competencies; ability to work with diverse populations.
- Fluency in Chinese and English languages; strong professional English writing/speaking skills.
- Previous customer service experience
- Minimum of three years experience supporting and providing student services or equivalent combination of education and experience.
- Knowledge of advising and counseling techniques.
- Excellent interpersonal skills.
- Ability to maintain confidentiality.
- Skills establishing rapport and in exercising professional judgment, tact and diplomacy, in working with students, faculty, and colleagues.
- Knowledge about current safety, security and health issues, as they affect students abroad.
- Ability to assess and give appropriate referrals.
- Must be available to work occasional evenings and weekends, and be reasonably accessible to serve as the back-up to respond to serious student emergencies 24/7.
• Ability to establish priorities, set goals, organize workload, work independently and innovate when necessary.
• Knowledge of the structure and organization of Chinese higher education.
• Experience working with budgets and other aspects of office administrative operations.
• Proficiency with MS Office Suite and general office computer technologies (scanning etc), and a willingness to learn other applications and technologies, as needed.

Desirable
• Experience studying or living abroad.
• Administration experience in a higher education environment
• Ability to use QuickBooks or similar financial software.
• Knowledge of the structure and organization of U.S. higher education.

Required Education and Training
• Bachelor’s degree and/or equivalent combination of related experience/training.

Desirable
• Masters degree in related area