Senior Program Administrator, Brazil  
Job Description

1. Job Summary

The Association of the University of California in Brazil Study Center supports academic programs serving approximately 75-100 participants annually at PUC, Rio. Number of programs, partners, and students may vary from year to year.

The Sr. Program Administrator serves as the onsite administrator and representative of the University of California Education Abroad Program (UCEAP) Brazil Study Center, responsible for student services, academic administration, liaison and general oversight of the day-to-day administrative operations for the program, including 24/7 emergency number. Incumbent communicates with students, host institutions, and the central UCEAP office on program administration, policies and procedures, requirements and student welfare related issues including health, safety and security. Cultivates and maintains strong, successful relationships with partner institutions and promotes the mission and services of UCEAP. Manages the UC Association in Brazil and serves as a local representative for specified members. Position is full-time with hours designated as 75% in office and 25% for on-call services. This is an estimate and may vary depending on business needs.

2. Key Responsibilities

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<th>% of time</th>
<th>Key Responsibilities (To be completed by Supervisor)</th>
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<tr>
<td>35</td>
<td>Applying professional international higher education student services concepts, providing a wide variety of administrative and student services to participants served by UCEAP.</td>
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**Academic Administration:**
- Provides advice and assistance to students on all aspects of their academic experience, including pre-departure webinar and onsite orientation, registration, academic progress and program requirement matters.
- Reviews study lists and prepares course descriptions of new and revised courses in accordance with EAP policies.
- Facilitates petition exceptions and new and expired course approval through interaction with the UCEAP Academic Specialist.
- Routinely contacts professors to obtain grades and identifies and refers for resolution complex grade disputes and non-routine academic matters to UCEAP Faculty in Residence.
- Maintains and updates office academic records including the MyEAP Master Course Catalogue in collaboration with the UCEAP Academic Specialist.
- Advises UCEAP regional contacts on host university policies and procedures, including information regarding impacted courses/departments, limited enrollment subjects, etc.

**Administrative Services:**
- Manages, plans, and administers a range of administrative operations. Administrative operations include budgetary, financial management, human resources and may include some of the following functions: IT, facilities, and external vendor contracts.
- Provides administrative support and serves as a legal representative (power-of-attorney) to the UC Association in Brazil and coordinates with UCEAP systemwide office staff to ensure compliance with local regulations regarding documentation, processes, and procedures.
- Prepares and develops budgets and financial reports, which may be complex.
- Responsible for monthly accounts, adhering to approved budget and notifies UCEAP finance in advance of any deviations.
- Contributes to marketing resources for promotional use at UC campuses, UCEAP or on-site.

**Student Services:**
- Provides students with ongoing general assistance, advice, and information to educate them about the country, culture, academic environment, and safety and security.
- Responds to routine and non-routine student issues such as housing problems, health concerns, alleged discrimination and students' personal crises; coordinates with UCEAP Health and Safety Analyst and Regional Director to resolve non-routine and emergency issues.
• Plans and implements complex student events, such as orientations, field trips and cultural activities.
• Maintains an Emergency Contact Details database.
• Serves as the primary contact for student emergencies, including after regular business hours; Assist students in medical emergencies, contact insurance and family when necessary and assist with the communication with hospital and doctors.
• Assist students in finding volunteer and internships in a different range of institutions according to students’ interests.

10 Program Development and Relations:
• Makes recommendations for the improvement of the programs; supports and advances program development and strategic initiatives.
• Cultivates and maintains strong, successful relationships with partner institutions, potential partners, and local government offices, and promotes the mission and services of UCEAP.
• Works with systemwide regional staff to plan and implement outreach programs with specifically targeted UC campuses.
• Identifies opportunities, encourages, and facilities UC Alumni activities of direct benefit to UCEAP.

5 Provides other duties within the scope and purpose of the job as assigned by the Regional Director or other UCEAP management. This list is not exhaustive and it is likely that the duties may be altered from time to time, in discussion with the post holder

100%

4. Knowledge and Skills (typically required of the position)
• Multicultural competencies; ability to work with diverse populations.
• Strong professional English and Portuguese verbal and written communication skills.
• Two years of higher education program administration and student advising experience or combination of training and experience.
• Demonstrated ability to manage a broad range of operational, academic and student welfare and conduct issues.
• Excellent interpersonal skills and the ability to employ counseling techniques with sensitivity, including appropriate referrals.
• Ability to maintain confidentiality and handle sensitive matters with tact and discretion.
• Knowledge of emergency planning to respond to safety, security and health issues, as they affect students abroad.
• Ability to establish priorities, set goals, and think creatively using sound judgement and decision making skills under pressure.
• Knowledge of the structure and organization of Brazilian and US higher education.
• Experience working with budgets and other aspects of office administrative operations.
• Proficiency with MS Office Suite and general office computer technologies, and a willingness to learn other applications and technologies, as needed.
• Must be available to work outside of regular business hours, and be reasonably accessible to respond to serious student emergencies 24/7.
• Satisfactory completion of a background check is required.

Preferred
• Study abroad program administration experience.
• Experience studying or living abroad.
• Proficiency with QuickBooks or similar financial software.

5. Education and Training
• Bachelor’s degree in related field required.

Preferred
• M.A. in related field
• Degree from a U.S. or Brazilian University