



Position Title	Member Relations Program Assistant
Department	Member Relations
Reports To	Director of Alumni Engagement and Student Success
FLSA Status	Non-exempt
Location	Arlington, Virginia (Rosslyn)
Date	November, 2021

POSITION SUMMARY

The Member Relations Program Assistant provides administrative support to ISEP's Member Relations division and is a key contributor to the team. This position is important to the effective engagement with ISEP's member universities in both the United States and internationally, with the goal of increasing access and affordability of study abroad for ISEP students, as well as increasing satisfaction for ISEP members across the organization. The Program Assistant will assist in the review of member profiles, program pages, and country handbooks on the ISEP website. They will also assist with membership documentation, tracking and protocols.

PRINCIPAL RELATIONSHIPS

External: ISEP Coordinators at Member Institutions

Internal: Director of Alumni Engagement and Student Success, Directors of Member Relations, University Relations Managers, Digital Marketing Coordinator

KEY JOB RESPONSIBILITIES

- Monitor incoming university relations communications
- Send and track ISEP Direct cost agreements
- Update and create new country handbooks, and proofread updated pages as needed
- Assist Director of Alumni Engagement with membership AMS data integrity; audit member agreements and maintain membership folders
- Review ISEP member profiles and levels of member engagement; audit member program pages
- Collaborate with Digital Marketing Coordinator and University Relations Managers to update program pages in third-party study abroad databases

- Review and update member protocols and assist with the development of processes and forms for custom programs

OTHER RECURRING DUTIES

- Assist with logistical preparations for ISEP Member Site Tours
- Assist with onboarding of new members and affiliates and processing of member withdrawals; add new member pages to website and schedule programs
- Assist University Relations Managers with member communication about ISEP processes, including survey follow up, student confirmations, etc.
- Complete research projects on study abroad industry topics and assist with data analysis from surveys and evaluations
- Assist in student recruitment events and content, such as Instagram takeovers and virtual fair attendance
- Specific project-based work that arises, usually around data management or communication

REQUIRED QUALIFICATIONS

- Bachelor's degree in international education, international relations, humanities, or other related areas
- Study abroad and/or living abroad experience
- Outstanding verbal and written communications skills with an ability to effectively engage a variety of stakeholders
- Strong customer service and time management skills
- Extremely organized and able to manage multiple projects with considerable detail
- A proven record of strong research and data analysis skills
- Initiative and resourcefulness in solving problems

DESIRED ADDITIONAL QUALIFICATIONS

- Passion for international education and ISEP's mission of inclusive excellence and affordability in global education.
- Foreign language ability.
- Self-directed, proactive, and enjoys working independently without extensive oversight.

HOW TO APPLY

Qualified applicants are encouraged to submit a cover letter and resumé to careers@isep.org with the subject line: "Member Relations Program Assistant." Application deadline: 11/26/2021. We strongly support diversity in the workforce.