



## Student Support Manager - Professional Development & Experiential Programs

### Suffolk University

Suffolk University, located in historic downtown Boston, with an international campus in Madrid, is a student-centered institution distinguished by excellence in education and scholarship. [Suffolk University](#) offers a wide range of undergraduate and graduate programs in more than 90 areas of study. Its mission is to empower graduates to be successful locally, regionally and globally.

### Company background

INTO University Partnerships collaborates with leading universities to provide international students with a personalized and highly supportive learning environment in which to acclimate to life on a US university campus and prepare for long-term academic success. Since 2006, INTO has launched partnerships to internationalize 24 universities in the US, UK, and Asia, including Oregon State University, University of South Florida, Colorado State University, Marshall University, George Mason University, Drew University, Saint Louis University, The University of Alabama at Birmingham, Washington State University and Suffolk University.

### Reporting line

This position reports directly to the Executive Director of INTO Suffolk

### Job overview

This is a new position in the growing and dynamic INTO Suffolk University Center. The responsibilities of this position may change and develop over time, the core focus of this position is to develop programming to support career development and skills in pathway students. This position will work closely with the Career Development Center as well as academic departments. This position also support the student and academic support services teams in areas of engagement and orientation.

### Career Preparation & Experiential Learning Development 40%

- Develop and lead workshops in strategies in career exploration and preparation.
- Work closely with the Academic Director, Program Manager and faculty to ensure that programming is aligned with curricular objectives and activities.
- Promote benefits of using career assistive technologies for purposes of assessment, research, and preparation.
- Assess INTO Suffolk's student population's interests, develop and manage experiential learning projects in collaboration with the Career Development Center and other departments.

### Student Engagement 40%

- Support the Director of Student Experience & Academic Director in providing leadership and vision for the center.

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SUFFOLK  
UNIVERSITY



- Collaborate with Academic Support Services to increase and sustain student participation in communication and professional skill building workshops and activities.
- Build relationships with university departments to facilitate professional development.
- Ensure the effectiveness of cultural and educational co-curricular programs for INTO Suffolk students.
- Work closely with the Student Services Coordinator to ensure the effectiveness of cultural and educational co-curricular programs for INTO Suffolk students.

#### **Orientation & Arrivals 20%**

- Assist the Director Student Experience & Student Services Coordinator in coordinating, organizing, and implementing new international student orientation. Work with New Student Orientation, Graduate School, International Programs, academic services, enrolment, registrar and finance teams regarding testing, advising, and registration of students.
- Assist the Director of Student Experience in coordinating student arrivals. Meet students at Boston Logan International Airport.
- Collaborate with Mar/Com Coordinator to generate marketing content from social activities and trips such as photos, videos, student quotes, descriptions of student services, etc. as needed.
- Serve on campus committees that pertain to student safety, success and well-being.
- Hold the INTO Suffolk Emergency Phone on a rotation basis.
- Other Duties as Assigned
- Evening and weekend work occasionally required

#### **Location**

This position is based at Suffolk University in Boston, MA.

#### **Qualifications and Experience**

Required:

- Master's degree or equivalent education and experience.
- Familiarity with career and student development theory, including approaches to specific student populations.
- Knowledge of academic and career pathways pertaining to business and the liberal arts.
- Familiarity with best practices in career services, particularly advising and programming.
- Familiarity with trends in regional employment markets, economic growth, and occupations.
- Competent IT skills relative to management and analysis of data.
- Results-oriented and eager to contribute to and achieve performance targets of a high performing team.
- Ability to plan, develop, implement and refine systems and processes.
- Results-oriented and eager to contribute to and achieve performance targets of a high performing team.

Preferred:

- Strong intercultural communication skills and experience working in a diverse environment with non-native English speakers.
- Experience with student programming, advising and orientation development.
- Previous experience living or working abroad.
- Experience working in international education or student services within higher education.



### **Salary**

Commensurate with experience, plus full benefits package.

### **How to apply**

**Please submit the following in Word or PDF format:**

- 1. Cover letter**
- 2. Resume**
- 3. Contact information for three professional references**

Link to apply: [https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&jobId=48012&lang=en\\_US&source=CC3&cclId=19000101\\_000001](https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=784f8d56-cd0b-4d3e-a1ac-d483f8f0a37e&jobId=48012&lang=en_US&source=CC3&cclId=19000101_000001)

**Please apply by Sunday, December 16, 2018.**

INTO University Partnerships provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. INTO University Partnerships complies with applicable state and local laws governing non-discrimination in employment in every location in which the company has facilities.