

Job Title	Program Coordinator
Reports To	Program Manager
Classification	Regular, Full-time, Salaried (exempt)

About Us

Pacific International Academy (PIA) is a non-profit English language school for international students. We offer a long term intensive English program for adult students and number of short term language and culture programs for adults and youths. In addition to English language instruction, PIA organizes fun activities, educational excursions, and community volunteering for students and manages its own homestay program, student support services, and airport transfers. PIA is located on the campus of Warner Pacific University, but is an independent institution.

PIA is run by a small team of dedicated staff members who encourage collaboration and a positive work environment. We value work/life balance and support our staff to achieve their personal and professional goals. We require a lot of flexibility from our staff to meet our organizational needs, but provide a lot of flexibility to our staff in return.

Purpose of Position

The Program Coordinator is primarily responsible for the administration of PIA's programs and services. This includes schedules, reservations, finances, and logistics. The Program Coordinator maintains relationships with PIA's service providers and coordinates placement details with host families. As part of the Services Team, the Program Coordinator will also assist with PIA student services, including airport transfers, orientations, and general student support.

Essential Duties and Responsibilities

- Create and maintain detailed schedules for various programs. Maintain online calendars.
- Process and track complex program information, including student applications, homestay placements, partner requests, and logistical and operational arrangements.
- Communicate and coordinate homestay placement and arrival and departure information with host families.
- Handle reservations, such as hotels, restaurants, museums, and transportation, including comparing costs and negotiating favorable rates.
- Track expected and actual program expenditures and calculate homestay payments.
- Track student flight information, schedule airport transfers, and coordinate airport logistics.
- Maintain relationships with service providers and locate and screen new service providers as needed.
- Assist with new student orientation planning and implementation.
- Assist with driving students as needed, including driving a 15-passenger van.
- Assist students with varied student requests, such as making travel arrangements.

Required Knowledge/Skills/Abilities

- Excellent organizational skills, problem-solving, and multitasking skills; strong attention to detail.
- Strong customer service and written and oral communication skills.
- Comfortable with calculations and financial tracking.
- Ability to work independently and adhere to deadlines in a high-paced environment.

- Ability to build and maintain relationships with students and stakeholders.
- Ability to react quickly to unexpected situations and problem-solve complicated situations.
- Patience, flexibility, and a positive attitude.
- Competence with Microsoft Office suite and cloud computing.

Education and Experience Required

- Two or more years of demonstrated success in office administration or project management.
- Demonstrated ability to organize information and complete tasks in a timely manner.
- Experience with reservations, event planning, or logistics/operations an advantage.
- Experience with cross-cultural communication. Experience with international students an advantage.
- Bachelor's degree preferred.

Physical Requirements

Must be able to perform the following, with or without reasonable accommodations.

- Effectively communicate on a daily basis.
- Work for extended periods at a computer workstation.
- Attend meetings in various locations across campus.
- Occasionally lift up to 50 pounds.

Driver Qualifications

- Must possess a valid driver's license.
- Have at least three years of driving experience and a safe driving record.
- Ability to obtain/maintain insurability under PIA's vehicle insurance plan.

Schedule

This position is full-time. The regular schedule is Monday to Friday, 8:00AM to 4:00PM. Some evening and weekend hours are required.

Compensation and Benefits

Annual salary of \$35,000-\$40,000, DOE. The position starts with two weeks paid vacation time, which increases after two years of employment. Paid holidays and sick time are also provided. Medical benefits are available as well as a 401(k) plan.

To apply

Please submit a resume and cover letter to: jobs@piaschools.edu. Be sure to enter the title of the position you are applying for in the subject line. Resumes without a cover letter will not be considered.