

## **Education Abroad Graduate Assistant Job Description**

### **Position Overview:**

The Education Abroad Graduate Assistant (GA) plays a vital role in supporting the promotion, advising, and administrative functions of the Education Abroad office. Key responsibilities include organizing and promoting events to encourage student participation in study abroad programs. The Education Abroad GA serves as the first point of contact for students, providing guidance on program options, policies, and procedures through in-person interactions and email communication. They manage the Education Abroad email inbox, oversee the Education Abroad Ambassador program, and handle administrative tasks like website updates and application portal management, with guidance from the Education Abroad Director. Additional duties include front desk support, collaboration on marketing campaigns, and contributing to office initiatives.

The GA is expected to work collaboratively within a team environment, adhere to university policies, and maintain professionalism, particularly regarding FERPA, confidentiality, and health and safety guidelines.

### **Position Responsibilities:**

#### **Campus Engagement and Outreach:**

- Organize and promote events to encourage more students to study abroad.
- Represent the Education Abroad office at campus events, like tabling and giving presentations to students, parents, and others in the UNC community.
- Create and share flyers, digital ads, and other materials to promote study abroad programs.
- Help plan and run International Education Week and other Education Abroad and Office of Global Engagement events.

#### **Education Abroad Advising Support:**

- Serve as the first point of contact for students, addressing study abroad questions, exploring options and documenting advising notes in the Bears Abroad Portal or the Intake Form for follow-up by the Education Abroad Team.
- Communicate with students individually during walk-in hours, appointments, and through email to assess interest in studying abroad.
- Provide students, faculty, and staff with information on Education Abroad processes, administrative policies and procedures related to education abroad.

#### **Administrative and Logistical Support:**

- Manage the primary Education Abroad email inbox, ensuring timely responses to inquiries and maintaining an organized and up-to-date inbox.
- Conduct research on the current selection of education abroad programs to streamline and reduce the number of offerings, making it easier for UNC students to navigate options and participate in study abroad.

- Help recruit, train, and manage Education Abroad Ambassador program, which is comprised of UNC students who have studied abroad who volunteer to promote studying abroad at UNC.
- Handle administrative tasks like updating the website and managing program pages on the study abroad portal.

### **Office Support and Collaboration:**

- Provide front desk support as needed, answering inquiries, directing visitors, and assisting with general office operations.
- Participate in OGE meetings and contribute to team efforts, including the development of newsletters, surveys, and promotional campaigns.
- Collaborate with the Education Abroad Director and Advisor to identify new opportunities for outreach and marketing and recruiting for education abroad programs.

### **Position Qualifications:**

#### **Required Skills and Experience:**

- Proven ability to manage and prioritize multiple projects effectively.
- Excellent organizational and time-management skills.
- Strong public speaking skills and confidence in engaging with diverse audiences, including students, faculty, and staff.
- Exceptional interpersonal and communication abilities, with a focus on active listening and clear messaging.
- High level of cultural sensitivity and awareness.
- Proficiency with Windows-based systems, including word processing and data entry
- Minimum cumulative GPA of 3.0.

#### **Preferred Skills and Experience:**

- Experience in peer student advising
- Knowledge of Canva or experience designing content for social media
- Familiarity with UNC policies and procedures.
- Experience using software such as the Microsoft Suite and survey software such as Google Forms, Microsoft Forms or Qualtrics

### **Position Eligibility:**

- Must be a current UNC graduate student.
- Able to work an average of 20 hours per week, including some non-standard hours as required.
- Available to begin the position February 1, 2025 or as soon as possible.

### **How to Apply**

- Application materials required: Resume (PDF) and Cover Letter (PDF)
- Submit applications either via email to Erika Saunders, Director of Education abroad (erika.saunders@unco.edu ) or via UNC's Handshake.