

POSITION: **Program Associate, International Visitor Leadership Program (Part-time; non-hybrid)**

REPORTS TO: Senior Program Officer, International Exchanges

OVERVIEW: Responsible for supporting the International Exchanges Team on IVLP and fee-for-services exchange projects.

Structure: The Program Associate will be expected to work an average of 24 hours per week (not to exceed 30 hours per week) on 3 specific workdays that will be specified in accordance with program needs.

Compensation: \$20 - \$24 per hour rate, depending on qualifications and experience. The costs of daily parking and any program-related expenses will be reimbursed by CCWA.

Duties and Expectations

The Program Associate will successfully:

- Work closely with and under the supervision of the Senior Program Officer and Program Officer for international exchanges.
- Demonstrate the level of professionalism required to carry international exchange programs sponsored by the U.S. Department of State through National Programming Agencies (NPA).
- Draft compelling International Visitors Leadership Program (IVLP) proposals and program itineraries that showcase Cleveland as a destination for international visitors.
- Secure confirmations with prospective presenters and home hospitality volunteers, and handle follow-up acknowledgements, in a manner that builds positive long-term relationships with CCWA's Citizen Diplomats.
- Identify and initiate collaboration with community partners and organizations.
- Assist with managing logistics, including arrangements for hotel, transportation and meeting venues; and liaising with NPAs regarding these details.
- Effectively communicate with State Department liaisons and Citizen Diplomats.
- Assist with social media related to group visits and travel with groups, as needed.
- Assist with record keeping and data entry for key measurements for IVLP, with special attention to detail.
- Assist Program Officer in developing billing statements for NPA and vendors.
- Actively participate in national exchange network, Global Ties U.S.
- Assume additional duties as needed.

Job Relationships

The Program Associate will work independently and under the direction of the Senior Program Officer and Program Officer. The Program Associate will collaborate with CCWA colleagues as an effective and proactive team player to ensure positive working relationships and strong communication across the organization.

Qualification and Requirements

The ideal candidate will:

- Possess a bachelor's degree in Business, Nonprofit Management, English, Communications, International Relations or another relevant field (preferred).
- Demonstrate excellent drafting and written communication skills.
- Possess the ability and judgment to conduct research to identify presenters for IVLP groups and determine appropriate hosting opportunities.
- Demonstrate strong project management skills, with an ability to lead multiple projects and to plan, prioritize, and make decisions autonomously.
- Demonstrate strong oral communication and well-developed interpersonal skills.
- Be able to interface with a wide variety of individuals with tact, diplomacy, and sophistication.
- Possess knowledge of and experience utilizing video conferencing and social media tools. Knowledge of and experience with MS Office and virtual meeting platforms (Zoom and others) is expected.
- International experience, fluency in foreign languages, and sensitivity to global cultural differences (strongly preferred).
- At times, be available to attend early morning and evening events.
- Have daily access to a car; possess a safe driving record and automobile insurance (driving to off-site locations will likely be necessary for program purposes).
- Must be able to lift 25 lbs. and transport supplies to meetings.