



Program Support Coordinator

Location: Newbridge, Co.Kildare, Ireland (Hybrid: On-site and Remote)

Employment Type: Full-Time

Department: Custom & Faculty-Led Programs

Reports To: Director of Programme Operations

Salary Range: €35,000 - €37,000 per annum

Company Overview

We are a leading Study Abroad program provider dedicated to delivering transformative international education experiences to University students. Our mission is to facilitate academic excellence, cultural immersion, and personal growth for students worldwide. As we expand our team, we seek passionate individuals committed to supporting students throughout their study abroad journey.

Position Summary

The Program Support Coordinator plays a pivotal role in ensuring the smooth operation of our Custom Programs. This position involves close collaboration with partner institutions, students, and various stakeholders to manage pre-departure processes, collect necessary documentation, and coordinate program logistics. The ideal candidate will possess excellent organizational skills, attention to detail, and a passion for international education.

Key Responsibilities

- **Student Engagement & Documentation:**
 - Enroll students and faculty participating in custom and/or faculty-led programs using ZOHO CRM.
 - Maintain communication with students to collect required forms and documentation.
 - Monitor submissions for completeness and accuracy, following up as necessary.
 - Address any flags or concerns related to medical forms or additional information, ensuring student needs are documented and addressed appropriately.
- **Pre-Departure and Onsite Orientation Coordination:**



- Organize and facilitate pre-departure orientations, including scheduling sessions, preparing materials, and coordinating with presenters. Provide students with essential information and resources to prepare for their study abroad experience.
- Support onsite staff with Orientation and preparations for arrivals.
- **Logistical Support:**
 - Collaborate with other Custom Program team members to organize and execute the program planning call for assigned programs
 - Assist in making travel bookings and other logistical arrangements as required, working within a strict budget.
 - Coordinate with vendors and service providers to ensure timely and accurate bookings.
- **Administrative Duties:**
 - Maintain accurate records of student interactions, documentation, and program logistics.
 - Review, compile, and send post-program evaluation results to faculty
 - Support the team with additional tasks and projects as assigned.
 - Emergency Support: Participation in a rotating 24-hour emergency support schedule

Qualifications

- **Education & Experience:**
 - Bachelor's degree in International Education, Higher Education, Student Affairs, Tourism, Hotel Management, or a related field.
 - Minimum of 2 years of experience in student support, event planning, program coordination, or a similar role within international education.
- **Skills & Competencies:**
 - Strong organizational and time-management skills.
Excellent written and verbal communication abilities.
Proficiency in Microsoft Office Suite, Google Suite, and CRM database management.
 - Ability to work independently and collaboratively in a dynamic environment.
Cultural sensitivity and a commitment to supporting diverse student populations.
 - Ability to work in a fast-paced environment

Preferred Qualifications

- Experience living, studying, or working abroad.



- Familiarity with study abroad program structures and requirements from an American perspective.
- Knowledge of health and safety protocols in international education contexts
- Proficiency in a language other than English is a plus

Location & Right to Work

- Currently living in Ireland with the legal right to work in Ireland.
- Able to reliably commute to our office in Newbridge, Co. Kildare, for two to three office-based days per week.

To Apply:

Please send your resume and cover letter detailing your qualifications and interest in the position to careers@learninternational.ie