



Connecting Lives, Sharing Cultures

POSITION: Education and Programs Specialist
REPORTING TO: Sentio General Manager
Start Date: April 3, 2017

Summary

The Education and Programs Specialist will join a small and dedicated team in NYC to help support and grow the Sentio Network (subsidiary of AFS International) and the suite of programs they run for participants 18 years and older. The candidate will be responsible primarily for supporting the Sentio Network in implementing the Global Competence Certificate (GCC), a blended learning framework for intercultural and global competence development (online and offline), as well as supporting member organizations (Members) in their implementation of exchange programs. The GCC welcomed its 1000th participant late 2016 and will expand rapidly in the coming years. The Sentio network grew from 26 member organizations in 2013 to 47 in 2016.

[Sentio](#), Global Education Network, is a subsidiary of [AFS](#) Intercultural Programs with a mission to provide intercultural learning opportunities to help people develop the knowledge, skills and understanding needed to create more just and peaceful world. AFS is active in over 100 countries, with offices in about 60 countries, and 12000+ participants supported by 50000+ volunteers globally.

Responsibilities:

1. Global Competence Certificate (approximately 70%)

- a. Administration of the GCC program: Support Members and 3rd party licensors in enrolling and tracking learner progress. Support platform development, including collaboration with intern for technical troubleshooting and addition of features (accessibility components, review of new platform options, etc.)
- b. Implementation support: Onboard Members and 3rd party licensors, and support those in implementing the GCC including follow up, and building upon, their strategy
- c. Training: Use existing frameworks to run webinars for qualifying facilitators, and further improve and develop training frameworks. Review assignments from qualifying facilitators and provide targeted feedback, track and issue certification
- d. Research and development: Build upon implementation research already conducted to collect, analyze, and summarize data from learners and facilitators. Develop and implement a comprehensive impact evaluation research plan, including identifying and obtaining funding for this. Work across teams to expand and/or modify the GCC as part of the overall growth strategy
- e. Conferences: Collaborate with the Business Development colleague to develop presentations and conference proposals to share information about the GCC, it's development and implementation, and research findings
- f. General administration: Billing, attendance, etc.

2. Online Marketing Platform (approximately 15%)

Support implementation of the online marketing platform by working with intern to monitor how many Members are actively using the site; working with the business development colleague to audit and review the content of program descriptions (including following up with Members regarding marketing language, sufficient program details, etc.).

3. Support Program development (approximately 15%)

Field queries from Members regarding exchange program offerings including keeping track of program offerings around the network, and support bi-lateral cooperation. Reaching across teams at AFS (including program support, legal, risk management, etc.) to support Members in compliance with Sentio program policies and procedures

There is a limited requirement for domestic and international travel for this position (2 to 4 trips a year).

Working Relationships

Internal: The candidate will work with and within the Sentio team, in close collaboration with the Business Development colleague. They may also work closely with the other AFS International teams as needed.

External: This position will need to interact with Members and collaborating organizations; including technical and other consultants.

Qualifications

- Minimum BA in communications and/or education
- Strong background in intercultural learning and communications, program or project management experience
- Qualitative and quantitative data analysis capabilities
- Experience working with educational programs and teaching/training (preferably in adult and/or non-formal education, and with blended learning approaches)
- Ability to work with websites and technical tools
- Professional command of English language necessary (additional languages preferred)
- Customer service orientation
- Ability to work under pressure on multiple tasks and projects
- Ability to operate independently and within a team environment
- Good organizational skills, interpersonal skills and intercultural sensitivity
- Must be a quick learner and have a sense of humor

Salary range from USD 48,000

Application

Please apply, sending your CV and cover letter to Bert.Vercamer@afs.org, by February 23, 2017.