



The International Center | Catalyst for a global Indiana

Job Title: International Visitor Programs Manager

Department: Programs and Services

Reports To: VP Programs & Services

FLSA Status: Exempt

Date: February 2019

I. JOB SUMMARY:

The International Visitor Programs Manager manages the U.S. Department of State's International Visitor Leadership Program and other fee-for-service visitor exchange programs. This position also contributes to the Programs & Services department and may provide strategic support to our fee-for-service clients.

II. ESSENTIAL FUNCTIONS:

1. International Visitor Programs Management, Administration, Development and Implementation
 - a. Coordinate all aspects of U.S. State Department's International Visitor Leadership Program (IVLP) Administration, Development, and Implementation including:
 - i. Program research
 - ii. Project proposals
 - iii. Recruitment of professional resources and volunteers
 - iv. Logistics, lodging, and transportation arrangements
 - v. Agendas, itineraries, and document production
 - vi. Record keeping, database management, and budgeting
 - vii. Grant reports and applications
 - b. Coordinate all aspects of non-IVLP professional exchange fee-for-service programs through administration, development, and implementation.
 - c. Develop and maintain positive, professional relationships with all relevant stakeholders, including: INTLCTR Board, clients, funders, and volunteers; National Programming Agencies; Global Ties US; U.S. Department of State; program liaisons, interpreters, and participants.
 - d. Stay informed about trends and changes in policies for international exchanges.
2. Programs & Services Department Support
 - a. Contribute to department-wide and organization-wide strategic initiatives and support efforts to enhance sustainability of programs and services.



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- b. As needed, work in collaboration with department colleagues to assist in the planning, development, and implementation of protocol services, event support, or training for clients.
- 3. Comply with all contracts, grants, sponsor requirements, organization and department reporting requirements, and all INTLCTR policies and procedures, including organizational and client confidentiality.
- 4. Contribute to the development of marketing and promotional materials including content production, social media, and documentation of programs.
- 5. Staff INTLCTR events and fundraisers as assigned. This may include some early mornings, late evenings, and weekends.
- 6. Represent The International Center at national networking events. This may include domestic travel 1-2 times per year.
- 7. Other duties as assigned.

III. EDUCATION AND/OR EXPERIENCE:

Bachelor's degree (B.A./B.S.) from a four-year college or university; or one to two years related experience and/or training; or equivalent combination of education and experience.

IV. OTHER SKILLS, EXPERIENCES, AND ATTRIBUTES:

- 1. Experience living or working in another culture and an ability to work with others who may be different than you.
- 2. Experience developing positive, professional relationships with high-level stakeholders.
- 3. Experience handling difficult or stressful situations with professional composure.
- 4. Familiarity or experience with grant writing and/or administration.
- 5. Basic understanding of financial administrative practices and the ability to manage a budget.
- 6. Foreign language skills preferred.
- 7. Experience with E-tapestry or another CRM database preferred.

V. LANGUAGE SKILLS:

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents in English. Ability to write reports, business correspondence, and procedure manuals. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business



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community.

VI. MATHEMATICAL SKILLS:

Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

VII. REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

VIII. CERTIFICATES, LICENSES, REGISTRATIONS:

None at this time.

IX. PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to talk or hear, sit and use their hands to finger, handle or feel. Occasionally, the employee will need to stand or walk, stoop, kneel, and reach with hands and arms. The employee will rarely need to climb or balance. Physical demands such as crouching and crawling are limited. The employee will rarely need to taste or smell. The employee will occasionally lift up to 25 pounds and will frequently need to lift up to 10 pounds. Specific vision abilities required by this job include close vision, ability to adjust focus, and to perform normal office computer work.

X. WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to be exposed to an indoor office environment, therefore, there are rarely to never any

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times that the employee would be exposed to any extreme or outdoor weather conditions, or extreme conditions such as humidity, cold or heat not associated with the weather, working in high places, or be exposed to fumes or airborne particles, explosives, radiation, vibration or toxic or caustic chemicals. There may rarely be a risk of electrical shock when dealing with office equipment cords, etc.

The noise level in the work environment is usually one of moderate levels such as those in an office setting.