

Global Education Program Manager Tufts University

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Posted Jul. 2, 2025, set to expire Dec. 31, 2025

Job Title	Global Education Program Manager
Department	Tufts Global Education
Institution	Tufts University Medford, Massachusetts
Date Posted	Jul. 2, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Student Services Educational Services
Job Website	https://jobs.tufts.edu/jobs/22034?lang=en-us&iis=Job+Board&iisn=AcademicKeys
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Job Description	

Overview

Tufts Global Education serves as a hub of international programs and initiatives at the School of Arts and Science and School of Engineering. TGE oversees study abroad, international exchange programs, international learning collaborations, and faculty-led custom programs. We currently operate 11 of our own programs, Tufts Programs Abroad, in Chile, China, Ghana, Hong Kong, Japan, London, Madrid, Oxford, Paris, Pavia, and Tübingen. We facilitate student participation in approved partner programs throughout the world. TGE develops custom programs abroad during winter and summer sessions. Around 45% of the junior class studies abroad for a semester or a full academic year. We host international exchange students and visiting scholars who attend Tufts for an academic term or custom program. The division works with faculty, students, and Tufts University on global engagement.

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What You'll Do

The Program Manager for Tufts Programs Abroad is a **dynamic and exciting role designed for a professional who is passionate about student advising and committed to supporting transformative education abroad experiences**. The Program Manager supports students in identifying academically appropriate programs and provides patient, consistent guidance throughout the application, pre-departure, and re-entry processes for a designated portfolio of international programs. The Manager will:

- Advise students on selecting suitable education abroad opportunities and assists them in navigating the application process, meeting pre-departure requirements, and preparing for their return
- Serve as a resource for identity-based advising, ensuring the office's services are inclusive and accessible to diverse student populations including First-Generation, International, LGBTQ+, and BIPOC students
- Collaborate with various campus stakeholders to help support international exchange students
- Manage a defined set of programs, including but not limited to the Tufts Global Exchange Program, Tufts in Ghana, and Tufts in Japan
- Oversee enrollment coordination and administrative tasks that support the smooth delivery of education abroad initiatives
- Assist in departmental outreach and marketing efforts in addition to advising and program management
- Represent the office at campus-wide events such as study abroad fairs, classroom visits, information sessions, tabling hours, and partner-sponsored activities.
- Collaborate with colleagues to promote student programming, develop marketing strategies aligned with institutional goals, and bring enthusiasm and energy to the promotion of education abroad opportunities
- Collaborate with the Assistant Director on program design and logistics, internal process improvements, and communication strategies
- Responsible for maintaining accurate records, supporting enrollment functions, and contributing to departmental communications and outreach materials

What We're Looking For

Basic Requirements:

- Knowledge and skills typically acquired through a Bachelor's degree and a minimum of 2-4 years of relevant experience in student advising, preferably within higher education or international programs (global education, study abroad or cultural exchange) [note: consideration will be given to an equivalent combination of experience and preferred education]
- Experience in a role that involves advising, mentoring, counseling, conducting orientations or other student services
- Significant experience studying, living, working, or volunteering abroad
- Strong interpersonal and intercultural communication skills that support the development of positive working relationships with students, faculty, staff, parents, and institutional partners
- Commitment to equity, diversity, and inclusion
- Superb attention to detail, initiative, resourcefulness, and problem-solving
- Ability to take initiative, and work both independently and collaboratively with strong follow through
- Highly organized multi-tasker with effective time-management skills and ability to navigate high volumes of work and competing priorities/student needs
- Excellent written and verbal communication skills

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- Proficient in MS Office, Google Suite, and Zoom; ability and eagerness to learn new software programs
- Ability to use good judgement, maintain confidential information, identify, and report on emerging student/process issues, and exhibit patience in a fast-paced work environment
- Excellent organizational skills; proven attention to detail and strong follow-through
- Strong oral and written communication skills required
- Willingness to travel domestically and internationally
- Exhibits a growth mindset and love for learning and professional development

Preferred Qualifications:

- MA Degree
- Strength in administering or supporting international education/study abroad processes
- Experience in advising undergraduate students in a higher education setting
- Knowledge of short-term program enrollment processes and program support
- Skilled in delivering student programs from conception to organizing, booking, and scheduling, promotion, assessment, etc.
- Comfort with providing guidance to student workers and global ambassadors
- Experience working with a diverse and international student and staff population
- Communication and outreach experience
- Knowledge of other languages desirable
- Knowledge or ease with software, CRM systems, and cloud-based programs. Familiarity with Canvas, Canva, InDesign, and Terra Dotta

Special Work Schedule Requirements:

Availability for a flexible work schedule and assignment, including occasional evenings and weekends, is necessary. Work hours are 9 a.m. to 5 p.m. Monday through Friday. This is a hybrid role based in Medford, MA, expected to be on campus 4-5 days per week. There will be periods of time when additional remote work from home is possible during the summer, semester breaks, and the application review period. Occasional domestic and international travel is required.

Pay Range

Minimum \$54,500.00, Midpoint \$68,100.00, Maximum \$81,700.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

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Contact

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