Office of International Programs  
Binghamton University  
Position Description  
Director of Study Abroad and Exchange

The Institution

The State University of New York at Binghamton (Binghamton University) is one of four research universities in the SUNY system. Binghamton is a medium sized, public research university which is consistently ranked among the top 50 public universities in the nation by US News and World Report and has been called “the premier public university in the Northeast” by the Fiske Guide to Colleges. Binghamton enrolls approximately 15,000 students who pursue the bachelor, master, and doctoral degrees in one of the University’s six schools and colleges. Binghamton is known for its high quality undergraduate programs and its rapidly expanding graduate and research activities.

Binghamton University has achieved a distinguished record of internationalization, winning seven national awards. Nationally recognized programs, such as the Language across the Curriculum (LXC) and the Turkish Dual-Diploma program, flourish. A globally-oriented faculty at Binghamton actively engage in research that is international in its execution and impact. Foreign languages, regional area studies, a variety of international tracks within majors, and several joint degree programs characterize the internationalized curriculum. An innovative Global Studies Minor requires study abroad and utilizes a collaborative on-line learning model to deliver some of the courses. Unique to Binghamton is a strong attention to the internationalization of the arts, which has led to the establishment of the Confucius Institute of Chinese Opera.

Overview

The Director of Study Abroad and Exchange is a leadership position focusing on long term directions for study abroad and exchange and sound management of the Binghamton study abroad enterprise. The medium and long term goals for study abroad are to systematically increase the number of students who study abroad while preserving quality experience with a variety of program models. Binghamton aims to be a top study abroad provider in SUNY. As study abroad becomes more tightly integrated with academic degree programs, the working relationships between the study abroad staff and faculty and departments will be strengthened. The Director will be expected to exercise leadership in planning for the direction of the future of study abroad in consultation with faculty constituencies and administrative leadership. S/he will also plan for the future of bilateral exchange programs with the goal of expanding access to exchange opportunities while preserving a quality experience for the incoming exchange students on campus and ensuring they have access to the courses they need for their degrees. With excellent diplomacy and tact, the incumbent is expected to cultivate strong working relationships with international partners and study abroad providers, counterparts at other institutions in the U.S. and abroad, Binghamton campus offices, and with Binghamton students and parent clientele. The Director of Study Abroad and Exchange reports to the Vice Provost for International Affairs/Director of the Office of International Programs (OIP).
Duties

- Oversee the full portfolio of Binghamton study abroad and exchange programs. In collaboration with the advisors in OIP, set performance measures for the programs and evaluate them. Solve problems which arise in the management of programs by addressing the issues directly or providing guidance and support to staff with program management responsibility. Establish strong relationships with academic departments. Conduct site visits to initiate or evaluate programs.

- Make recommendations to the Vice Provost/Director of International Education for the future directions of study abroad and exchange development and expansion. Decisions about such directions are made based on consultation with the International Education Advisory Committee, faculty and relevant administrators, and the approval of the provost.

- Oversee and coordinate a publicity and outreach plan using a multifaceted approach including the OIP web presence, collaboration with departments and offices on campus, planning of information meetings and events, social media, and a study abroad fair in the fall semester.

- Maintain and develop an active and effective study abroad advising program which provides students with information and guidance and is responsive to their different interests and capabilities. An established peer advising program is an important part of this effort. Binghamton holds that study abroad advising should be fully integrated with students’ academic and personal growth.

- Manage the administrative processes for study abroad. In consultations with staff, determine the administrative calendar. Encourage staff members to contribute ideas to improve management and establish a timetable that sets reasonable internal deadlines. With staff identify the areas that need cooperation and coordination and plan for the execution of coordinated tasks for smooth work flow.

- Manage a subset of the Binghamton University study abroad programs. The selection of programs will be based on the individual cultural expertise the incumbent brings to the position and programmatic needs that emerge.

- Develop and oversee the best use of technology to support the study abroad enterprise. OIP is assessing the capabilities of commercially developed software to manage the entire study abroad administrative process. If this materializes, there will be need for thorough examination of all administrative steps and adaptation of software to OIP needs. If the commercial software route is not chosen, there are a number of efficiencies and technology applications that should be considered and adopted. Use of the OIP web site as an advising and a management tool needs to be brought to the most productive level.

- Oversee the arrangements on campus for the inbound exchange students which involves admissions, coordination with the Office of International Students and Scholars Services for the preparation of immigration documents, arrangement for accommodations, registration for courses and orientation. The OIP is “home base” for the incoming exchange students with advising available to them throughout their stay.
• Participate in the development of the risk management policies and procedures for safety under the leadership of the Vice Provost/Director and in collaboration with other staff assigned to this area.

• Manage the study abroad budgeting process. Each advisor develops budgets for individual programs. The budgets have to be submitted to SUNY System for approval following a specified format well in advance to the need for expenditures. The budgeting plan depends on projected enrollments and projected exchange rates. After expenditures have been made, and we can see the exchange rates at which they were made, analyze adequacy of budget assumptions for each program. In addition, manage an office budget for supplies and expenses and travel.

• Supervise the study abroad and exchange staff. Review and adjust the position descriptions and performance programs of each staff member that reports to the Director of Study Abroad and Exchange. Meet regularly with these staff on an individual basis to determine priorities and advise on problem solving. Conduct regular staff meetings of the study abroad staff to keep work well coordinated and keep everyone informed of new developments. Currently this position has primary supervisory responsibility for 2 1/2 professional staff and 1 support staff member and secondary responsibility for 1 professional and 1 support staff. The staff members who will receive secondary supervision report to the Vice Provost/Director of International Education who is their primary supervisor. The Director supervises:

  Senior Assistant Director
  Study Abroad Coordinator
  ½ time Study Abroad Coordinator
  Keyboard Specialist
  Secondary supervision of Assistant Director for Administrative Support
  Secondary supervision of Secretary 1

Qualifications

A master’s degree is required as is seven years of management experience with increasing responsibilities in study abroad, university administration, or a cross-cultural setting. Substantial supervisory experience and excellent interpersonal skills are required in order to establish good working relationships with staff, constituencies on the Binghamton campus, and colleagues abroad. Expertise with computer applications, ease and comfort with technology, and good judgment about technological change are needed. Experience living or studying abroad is required as is ability in a foreign language. An advanced degree and fluency in a foreign language are very advantageous. Superb written and oral communication skills are required.

To apply:

Submit cover letter, resume, and the names and contact information of three references electronically to: http://binghamton.interviewexchange.com