



CAPA Shanghai

Student and Program Services Part-time

About CAPA

CAPA: The Global Education Network is a private American company headquartered in Boston, USA which runs academic programs in London, Florence, Sydney, Shanghai, Buenos Aires, Dublin and Barcelona. CAPA is an established leader in the field of international education, and academic excellence, integrity and innovation in education abroad are at the centre of CAPA's endeavours.

For over 40 years, CAPA has partnered with universities and colleges across the USA and around the world, providing a full range of programs and integrated services designed to support all aspects of international education. The CAPA Shanghai programme is based at ECNU's downtown campus in Putuo. CAPA contracts with ECNU to give students access to their courses taught in English in a variety of subjects; CAPA also offers its own courses. Academic credit is granted by the student's US institution. In addition to the academic programming, CAPA provides housing, internships, co-curricular and extra-curricular activities, and a full 24-hour on-site support and advising programme.

Summary

CAPA is currently seeking a part-time staff to assist in providing student and program services for its Shanghai Program from May 2 to August 4. This role will primarily act as a first point of contact for students while they are in Shanghai. This includes leading groups on excursions and cultural events, arranging program services and logistics, and other student support services as required based on terms provided by the Shanghai Director. This role involves up to 20 hours per week of services, usually between 9-5:30, but can include weekend and some evenings per week (according to student activities), to be agreed.

Scope of Services

Student Services

- Active role in the student induction period including if included in a program airport transfers and housing check ins, student orientation sessions, contribute to welcome speeches.
- Lead student groups in walking tours and cultural activities and on excursions outside of Shanghai as needed
- Help deliver academic and general orientation sessions, attend program receptions and dinners.
- Respond to student queries and problems as they arise; utilize internal and external support services when necessary.
- Contribute to the team providing 24/7 on-call assistance to students in the event of emergency situations; includes being available on the CAPA emergency phone (by call diversion) in a rota and with backup from the Shanghai Director .
- Assist with organizing and leading CAPA-sponsored student events such as game nights, CAPA tea time, and language exchange.
-

Program Services

- Assist with event planning, arrival and departure events, dinners and other celebrations. Contribute to weekly student emails and other information to students on events

Internship Services

- Assist with student data management, including the organization, filing and maintenance of student passport/visa/documentation.
- Act as a point of contact for students, addressing questions or concerns about their internship.
- Research and contact potential new sites to secure a database of potential placements.

Requirements - Available from May 2 to August 4 for sufficient hours.

Required:

- Good working knowledge of Shanghai and the ability to convey key information about the city to American students
- High level of proficiency in English and Mandarin
- Highly developed communication and presentation skills with experience in public speaking preferred
- Strong administrative skills
- Bachelor's Degree or equivalency
- Proven ability to remain calm under pressure and to problem solve in challenging situations
- Excellent organizational and time management skills
- Strong IT skills including proficiency in Microsoft Office Suite

Preferred

- Prior experience working with US university students

How to Apply for Temporary position

Please e-mail your CV and cover letter to: cspeakmancapa@aol.com (please write in the subject line: "Shanghai, Student Services").