



Job Posting

Position	Department	Reports to	FTE	FLSA Class
Program Coordinator	Institute for Global Studies	Director, Institute for Global Studies	.17	Non-Exempt

Grace College and Seminary makes employment opportunities available to all applicants and employees without regard to race, color, sex (except where sex is a bona fide occupational qualification), pregnancy, age, ancestry, national origin, disability, citizenship status, military status, genetic information, or any other legally protected category. Grace College and Seminary is a Christian religious-affiliated organization and, as such, is permitted religious exemptions set forth in Title VII of the Civil Rights Act of 1964. Regular attendance is both expected and essential to the job.

Scope of Responsibilities: Provide administrative support for the Institute for Global Studies (IGS) by ensuring operational efficiency of student workers and monitoring regular office procedures and communication.

Essential Responsibilities:

A. Manage routine office communication.

1. Coordinate routine communication with Go Encounter leaders to ensure documentation of pre-departure meetings, attendance, and itineraries. Follow up with leaders as needed to close the loop on every communication.
2. Schedule Go Encounter debriefings with IGS staff when leaders return.
3. Process any Go Encounter withdrawal, ensuring all necessary documentation is complete and the student is charged appropriately.
4. Manage regular communication about the Cross-Cultural Field Experience requirement with special groups, such as international students, transfer students, seniors without CCFE credit, etc.
5. Manage communication about informational sessions, opportunities, and mandatory training meetings for the Go Encounter, Study Abroad, and Cultural Transitions programs through email, the Grace Equip, the Lowdown, and other channels.
6. Complete a yearly review of office documents, applications, websites, and syllabi (HUM 2010, HUM 2030, and HUM 2040) and update them as needed

B. Supervise and train IGS student workers.

1. Create and manage a group chat for IGS staff communication.
2. Create the schedule for front desk workers (including 4-5 student workers) each session, ensuring 9a-5p coverage of the front desk.
3. Review shift tickets daily to ensure student workers understand and are completing their tasks, including any specialist roles.
4. As needed, develop training to meet gaps in student worker understanding.
5. Schedule office meetings with student workers once a month.
6. Meet one-on-one with student workers roughly once a session to review their questions, knowledge of operational procedures, and readiness for added duties.
7. Meet weekly with Director and Assistant Director to review office operational efficiency, propose added training, and recommend changes as needed.
8. Facilitate student workers' professionalization, monitoring their progress on their career-readiness goals.
9. Assist in the hiring of new student workers.



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10. Identify opportunities for increasing operational efficiency with regular office procedures and communication.
11. Oversee student employee time sheets and processing.

C. Staff the IGS front desk

1. Knowledgeably answer questions regarding IGS programs when handling daily visitors, emails, and phone calls.
2. Perform daily reception desk tasks, including receiving and sending mail and packages, scanning passports, and distributing forms.
3. Aid in processing Go Encounter and study abroad applications, accurately inputting applicant information in spreadsheets, filing recommendations, and sending response emails to applicants.
4. Contact students with incomplete applications or checklists, including missing deposits, late recommendations, missing nurse visit forms, etc.
5. Process contributions for Go Encounter participants, accurately record contributions in the spreadsheet, and answer questions regarding donations.
6. Complete other office tasks as needed, including communicating with Physical Plant, OIT, or other offices; ordering office supplies; shredding documents, etc.

Secondary Responsibilities:

- Provide support for IGS programming during Welcome Weekend
- Provide support for the yearly Global Chapel
- Provide support for informational meetings, such as the Go Encounter leader orientation

Supervisory Responsibilities:

Student Level

Qualifications:

A. Minimum:

1. Bachelor's degree in language or cultural studies, communication, business, or finance, or a related field
2. Mastery of Google Suite and learning management systems (Canvas preferred)
3. Experience with spreadsheets and data entry
4. Management experience
5. Strong communication skills, especially with people from different backgrounds
6. Christian faith and commitment to Christian liberal arts education

B. Preferred:

1. Master's in cultural studies, modern language, or related field
2. Background in Christian higher education
3. Experience living or studying overseas
4. Intermediate High proficiency level (IH) in another language, preferably Spanish or German



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Status: Part Time; Non-Exempt

A completed employment application, resume, 2 employment references and a spiritual life reference must be submitted in order to be considered for employment. Applications are available in the Human Resource Office or can be downloaded at <http://www.grace.edu>, Employment. Applications are submitted by email to employment@grace.edu.

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