Program Specialist Roles and Responsibilities

Location: Panama City, Panama  
Start Date: September 5, 2014  
Commitment Length: 1 or 2 years  
Weekly Commitment: 40 hours per week, 5 days a week

Description
Program Specialists play an important role guiding prospective participants through the decision-making process and preparing them for their experience as an international volunteer in program locations around the world. Cross-Cultural Solutions seeks a high-energy, enthusiastic, team-oriented Program Specialist to promote and facilitate enrollment and effectively prepare international volunteers in all programs worldwide. Program Specialists are all Cross-Cultural Solutions Alumni.

Responsibilities
Program Specialists have an exciting and yet demanding role at CCS: they communicate the philosophy, logistics and country-specific details to all prospective participants through phone, email and in-person visits, and they prepare volunteers for the logistics, culture, and effective volunteer work in-country. They handle a high volume of inquiries relating to our international volunteer programs, drawing on both personal program experience and extensive training to educate prospective and enrolled volunteers, and facilitate overall enrollment and preparation. Program Specialists can expect some limited international travel opportunities after one year of service.

Qualifications
Participation in a Cross-Cultural Solutions volunteer program is required.  
Undergraduate degree is strongly preferred.  
Ability to prioritize a variety of tasks to meet goals in a timely and effective manner.  
Strong verbal, written and interpersonal communications skills.  
Highly motivated to participate in a team environment.  
Demonstrate significant understanding of the complex issues relating to cultural understanding.  
Office work experience is desirable, particularly in an environment requiring extensive telephone communications.