



Program Manager

Report to: President

Hours: 16 hours p.w.

Job description:

We call the Program Manager our team's customer service King/Queen. You coordinate all workflow with teaching staff and students. You identify and respond promptly to any issue that arises. Also, you constantly reflect on our activities and services to initiate and implement improvements.

Main responsibilities:

- Be the main contact point between Language Institute, students and teachers
- Identify and deliver supplies/books/software/equipment/facilities required to ensure program implementation process
- Resolve customer complaints/inquiries
- Responsible for teaching staff recruitment, hiring, orientation, payment and performance management
- Supervise teaching staff
- Work closely with Finance Manager to develop program budgets and analyze quarterly financial information
- Conduct program evaluation and utilize the data to plan, modify and improve program curriculum

Selection criteria:

- Team culture fit
- Highly organized and responsive
- Excellent program solving skills, be resourceful and take initiative when needed
- Good stress management skills
- Willingness to work around the clock
- Knowledge of MS Word and Excel
- Good database management

We offer:

- A start-up environment with lots of opportunities to implement your own ideas
- Cross-cultural management experience
- Opportunity to follow language courses at Language Institute