

**Showa Boston Institute of Language & Culture**  
**Job Description**  
**Administrative Associate**

**BACKGROUND**

Showa Boston Institute of Language and Culture is a residential academic institution for about 300 students established by Showa Women's University in Tokyo in 1988. Its mission is to increase students' English proficiency, to develop their cross-cultural awareness, and to foster their personal growth. The 40-acre campus rests on a hilltop overlooking the Boston skyline. At the heart of the campus are administrative offices, residences, a dining hall, and educational facilities.

**POSITION SUMMARY**

The Administrative Associate is the primary point of contact for students needing walk-in help from Student Services. The Associate will provide support for the Director and the Student Services team, and gather, update, and distribute data for the department. Support design and implementation of many activities, both on and off-campus.

**DUTIES AND RESPONSIBILITIES**

**Student Support**

- Primary point of contact for students needing walk-in help from Student Services
- Oversee and implement weekly student seminar. Make weekly presentation about extracurricular (mostly free) off-campus programs to encourage students' engagement
- Co-manage a Cultural Immersion Program
- Complete regular key audits for student wings: prepare/distribute keys prior to group arrival, then after departure, collect, re-order, and redistribute keys
- Coordinate students' independent travel, under supervision of the Program Services Manager: process applications, maintain student travel database, and produce reports for key administrators on campus. Assure student compliance with travel procedures and guidelines. Share travel summaries with relevant faculty/staff, before the approved travel dates.
- Chaperon student trips including overnight/weekends, such as Niagara Falls
- Coordinate group ticket purchases for Boston-area events
- Oversee the exercise rooms and equipment
- Complete daily student mail distribution

**Support for the Director of Student Services**

- Support Director on special projects
- Gather departmental information to produce monthly report to President
- Gather, update, various student-centered data, making requested reports to the Director or Assistant Director
- Meet often with supervisor for project management and priority setting, and with other departmental staff as needed
- Process administrative forms for purchasing, catering, IT, Facility requests, transportation, etc.
- Perform other duties as assigned by the Director or Assistant Director

**Support for/collaboration with the Student Services Staff**

- Support departmental staff during periods of their peak workload. Serve as default staff to support projects needing additional staffing.
- Work with Assistant Director to produce documents with updated/accurate student itineraries for

arrivals/departures

- Collaborate to create local cultural immersion opportunities for students
- Update and distribute documents for the department and campus, such as orientation schedules, program calendars, and wing lists
- Support/collaborate with staff for campus activities, including festivals, events, and workshops. Attend Student Services events both on and off-campus
- Learn skills and knowledge required to support our SEVIS-SEVP workload of the department's DSOs
- Help monitor student compliance with departmental and campus procedures, guidelines, and the student Code of Conduct
- Serve in Student Services' on-call duty (1 week/cycle), and departmental late shift coverage rotation
- Work a flexible schedule, including occasional nights, weekends, and holidays

### **Institutional support**

- Compile and input Student Services data to the online campus planning calendar
- Coordinate, conceptualize, and design various promotions for Showa programs, including bulletin boards (regular and electronic), flyers, and signs
- Import and update the institutional student database for each program. Use that data to generate wing lists, keys, and other documents for distribution within the department and on campus
- Assist Facilities staff to identify and resolve student concerns about their rooms/wings
- Complete daily student mail distribution
- Serve as part of Front Desk break-rotation

### **Skills**

- Ability to comfortably engage students with limited English to approach and ask for help
- Ability to multi-task within a fast paced, intercultural setting
- Organizational, interpersonal, communication, program planning, and administrative skills
- Ability to deal tactfully with others and exercise good judgment in appraising situations. Maintain effective, positive working relationships with all Showa-related people, contacts, and organizations
- Experience maintaining and organizing high level and/or sensitive information
- Ability to initiate and maintain administrative and organizational systems
- Capacity to work well as a team member and independently
- Working knowledge of relevant software, including MS Office, and InDesign or other design software (preferred)

### **Requirements**

- Bachelor's degree
- Prior programming and administrative experience
- Experience in Student Services within a residential, university campus preferred
- International living or study abroad experience, a plus

*Competitive salary and generous benefits*

*Qualified and interested candidates should send both a cover letter and current resume. Electronic submissions should be sent to Human Resources Department at: [hr@showaboston.edu](mailto:hr@showaboston.edu)*

*EOE.*