



Company: Intrax

Department: Work & Travel

Job Title Field Support Coordinator

Reports

- Regional Account Manager

Supervisor Responsibility

- To ensure that the Field Support Coordinator succeeds in carrying out duties and responsibilities and that he/she has the tools available to carry out assigned tasks.

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Position Summary

- The Field Support Coordinator provides customer service and support to participants and host companies participating in the program. The Field Support Coordinator assists the Regional Account Manager in converting Independent host companies and must make key decisions in whether the host company meets the rigorous Department of State guidelines. This is a fast-paced position requiring superior customer support with heavy phone and computer usage. The Field Support Coordinator will also manage the temporary Operations Assistant to ensure key tasks assigned by the Regional Account Manger are completed. The Field Support Coordinator must be able to make conclusions regarding participants' ability to remain on program with input from the Regional Account Manager.

Duties and Responsibilities

- Receive incoming calls from participants
- Answer questions regarding insurance, Social Security, housing and other issues important to newly arriving students to the United States
- Research US government regulations and rules related to the J-1 exchange visitor program, including tax rules and social security procedures

- Provide support to host companies regarding students working for them
- Assist with problem solving urgent and/or escalated issues concerning student welfare/safety of students



- Ensure compliance with established program guidelines and alert Regional Account Manager where potential risks exist
- Maintain accurate documentation of participant contact
- Use the Intrax database to confirm student arrivals and make necessary preparation/arrangement prior to their arrival
- Validate host company information via email, phone and web searches
- Train and manage workload and performance of the temporary Operation Assistant

Additional Responsibilities

- Assist in reporting to the US Department of State on students issues in the field.
- Travel to various regions to assist participants and find solutions to escalated Department of state issues regarding “health, safety and welfare of participants.”
- Conduct compliance site visits as required both domestically and internationally
- Other duties as assigned by Manager.

Required Experience

- Previous experience handling a high volume of incoming calls/emails
- Previous experience in a customer service environment
- Bachelor’s degree or equivalent experience
- Familiarity with other cultures/international experience
- Excellent writing skills as depicted in your cover letter
- Strong time management skills to handle periods of high volume
- Proficiency in Excel, Word, Outlook, PowerPoint.

Knowledge, Skills, and Attributes

- Ability to work independently and in a virtual team environment
- Previous call center experience preferred but not required
- Ability to speak a foreign language preferred but not required
- Must be available on an on-call basis on a rotating schedule
- Flexibility and an ability to adapt to a continuously changing industry
- A proactive, self-motivated personality, eager to identify new and better ways of achieving goals
- Prior supervisory experience a plus

Performance Criteria

- Ability to meet deadlines
- Ability to make sound decisions
- Successfully respond to customers’ requests and communications within one business day.
- Achieve goals set forth in annual Performance Plan.

Travel

- International travel a possibility (passport required)
- Driver’s License required



- Must be available to travel domestically, as needed.

THIS JOB DESCRIPTION DOES NOT CONSTITUTE A CONTRACT FOR EMPLOYMENT