Institutional Relations Coordinator | Job Description

The Organization

SSA Education Abroad has been a pioneer and leader in the international education field for more than 50 years. We design cross-cultural curricula and operate highly-regarded study abroad programs in Alicante, Barcelona, Santiago De Compostela and Seville, Spain; Córdoba and Buenos Aires Argentina; Panama City, Panama; and San Juan, Puerto Rico. In addition to our semester and short-term programs, we offer internship and service learning opportunities. We design and manage many custom programs for students and institutions. Our cornerstones are academic excellence, cultural immersion, and strong support for our students and partners. Please see further details and examples on our website.

Job Titles

1. Southeast Institutional Relations Coordinator
2. Midwest/West Institutional Relations Coordinator

Location

Remote U.S. (Must live in one of the following states)

Southeast: North Carolina, South Carolina, Georgia, Tennessee
Midwest/West: Minnesota, Michigan, Indiana, Illinois, Wisconsin

Start Date

December, 2026 (flexible)

Salary

$50,000

Job Description

This is a full-time, remote position in the U.S. with benefits. Salary is commensurate with experience and education. This position reports to the Institutional Relations Manager who sets the goals for the department. The Institutional Relations Coordinator is responsible for maintaining and building relationships with academic contacts at institutions, assisting students in navigating and choosing the SSA program that best fits their academic goals and needs, and working to develop new strategies for outreach and marketing to contribute to enrollment goals. This full-time position includes extensive travel within the designated region of the U.S. (approximately 8-12 weeks per semester), with some coverage outside of the region as needed.

The Institutional Relations Coordinator collaborates closely with the Department of Academic Affairs and the Department of Student Services, and is the main point of contact for all prospective students and institutions within their region for individual enrollment.

- Reports to the Institutional Relations Manager
- Ensures enrollment goals are met
- Liaison between SSA and students and institutions

Primary Responsibilities

- Maintain, strengthen, and develop relationships with administrators, faculty, and advisors at client institutions and potential partner institutions
- Contact partners as needed to streamline processes, update procedures, and solve any issues that may arise
- Lead outreach strategies to increase the number of affiliated institutions and students
- Provide excellent service to clients through timely responses and close follow-up
- Enroll students at their home campuses through study abroad fairs, informational sessions, tabling, academic meetings, and classroom presentations
- Follow up with student inquiries and guide them in the process of beginning an application
- Support new program development and identify trends in student interest, predominant areas of study, and potential new program options
- Develop new techniques to reach targeted enrollment goals
- Work with other departments to resolve student services issues
- Review, update, and implement Institutional Relations policies and procedures to ensure continuous improvement
- Contribute to reports for the Executive Committee with analysis of program enrollments, future strategies, etc.
- Contribute in the planning of the communications and marketing strategies
- Participate in professional development opportunities, such as conferences and webinars through industry organizations such as NAFSA, The Forum on Education Abroad, Diversity Abroad, etc.
- Schedule and coordinate personal travel to institutions
- Assist with any special projects or requests as necessary

Qualifications and Experience

Required

- Bachelor's degree
- Personal study abroad experience
- Advanced knowledge of the Spanish language (both written and verbal)

- Strong interpersonal communication and advising abilities. Must be able to effectively communicate with multiple audiences, e.g. students, faculty, administrators, and parents
- Strong written and verbal communication skills
- Strong presentation and public speaking capabilities
- Pleasant and professional demeanor
- Ability to maintain a level of confidentiality
- Ability to establish and maintain effective working relationships with other employees, faculty, supervisors, other agencies, and the public
- Talent for organizing and multi-tasking
- Ability to work independently and learn quickly
- Ability to travel frequently within the U.S., and occasionally to SSA Centers outside the U.S.
- Must exhibit teamwork skills, be proactive, responsible, and flexible
- High level of enthusiasm and energy
- Due to the location of the visits, must have a vehicle, be able to drive and maintain a valid U.S. driver's license
- Must live within one hour of an airport

Preferred

- Experience in the field of higher or international education
- Knowledge of international travel and cultural awareness/sensitivity
- Experience living, working, or studying abroad, particularly in Spanish-speaking countries
- Proven track record in outreach, sales, or higher education admissions

Skills: Commitment, organization, attention to detail, initiative, IT skills, reliability, adaptability, discretion, excellent communication, negotiation, problem solving, team mentality, work well under pressure, multitasking.

Applications

Please send a cover letter and resume via email to Beth Tyler, Institutional Relations Manager, at beth.tyler@ssabroad.org.