

Administrative Coordinator

Open Part-Time Staff Position | 20 Hours per Week
Fully Remote (located in USA)

AIRC: The Association of International Enrollment Management seeks a self-motivated, personable, and customer-service-oriented team member as its new Administrative Coordinator. We welcome applications at search@airc-education.org.

To apply, please provide a detailed résumé or CV, a cover letter outlining your interest in and qualifications for the position, and 3-5 professional references. The deadline for priority consideration is Wednesday 6 May 2026. Selected candidates will be invited for virtual (video) interviews. AIRC's preferred start date for this position is Monday 8 June 2026 or earlier.

Please contact search@airc-education.org with any questions about this opportunity.

About AIRC

Founded in 2008, AIRC is the Association of International Enrollment Management. AIRC is a 501(c)(3) non-profit membership association of accredited secondary and post-secondary institutions, service providers, and certified student recruitment agencies which work together to establish quality standards for international recruitment and enrollment. AIRC is registered as a Standards Development Organization with the U.S. Department of Justice and the Federal Trade Commission.

Our Mission

AIRC champions the interests of international students, educational institutions, and educational agencies through the development of professional standards and partnerships that advance effective and strategic practices in international enrollment management. We develop standards, certify agencies, offer training and networking opportunities, advocate for ethical practices, and provide resources to improve international student recruitment and enrollment.

International Enrollment Management

International Enrollment Management (IEM) is the field of professional practice concerned with the recruitment, enrollment, and success of international students. IEM integrates marketing, admissions, student services, and retention strategies into a coordinated framework designed to align international enrollment outcomes with organizational mission and long-term sustainability.

Diversity, Equity, and Inclusion Declaration

AIRC welcomes our diverse members' unique contributions through their life experiences and social identities which include, but are not limited to; age, ancestry, belief, color, culture, disability, education, ethnicity, gender identity and expression, languages spoken, marital status, nation of origin, race, religion/spirituality, sex, and sexual orientation. For more details on AIRC's commitment to fostering a diverse and welcoming community, please see the Mission & Vision page on the AIRC website.

About the Administrative Coordinator

The AC provides crucial support to AIRC's staff and constituents in furtherance of the organization's mission, especially as related to events and programs, marketing, and membership.

Supervision Received

The Administrative Coordinator (AC) is a member of AIRC's small staff team and reports to the Director of Membership and Community Engagement (MCE), while working closely with the Director of Standards, Certification and Training (SCT) and the Executive Director (ED).

Job Duties

Key responsibilities include:

- **Constituent Support:**
 - Maintain constituent records in AIRC's CRM; assist members and non-members with portal login issues and reset credentials as needed
 - Monitor AIRC inboxes and respond to general, event, or certification inquiries
 - Support the Director of MCE and Director of SCT in managing AIRC's membership eligibility determination, onboarding, and renewal processes
 - Attend and take notes at various regular and ad hoc meetings as required

- **Program & Events Management:**
 - Create and manage events and event-related communications in AIRC's CRM
 - Assist members and non-members with event registration and troubleshoot registration issues
 - Assist the Director of MCE in planning and executing AIRC's virtual and in-person events including the annual webinar series and ad hoc webinars, the AIRC Annual Conference, Spring Symposium, NAFSA-week events, Board meetings, etc.

- **Marketing & Outreach:**
 - Maintain and update AIRC's website content
 - Design and order AIRC outreach materials including print items, signs, displays, and promotional giveaways

- Generate and send AIRC's biweekly Inside Look newsletter with input from the Director of MCE
- Assist the Director of MCE with ad hoc emails and social media posts as needed
- **Fiscal Responsibility:**
 - Log payments received through AIRC's CRM and other payment channels; liaise with AIRC's contracted accountants to track revenues and expenses
 - Manage the AIRC online store
 - Assist AIRC members and nonmembers with refund, cancelation, and transfer requests
 - Assist AIRC staff with group travel arrangements as needed
 - Manage a physical and virtual AIRC credit card(s) according to established rules and procedures
- **Other Duties:**
 - Active participation in regular and ad hoc, internal and external meetings via video chat calls
 - Attend the AIRC annual conference in person; this will require working more than 20 hours during one week of the year, including evening and/or weekend hours
 - Attendance at other in-person events such as the Spring Symposium is possible depending on budget and interest
 - As a member of AIRC's small and flexible staff team, the AC will occasionally be required to contribute to the organization's mission in ways not anticipated here

Essential Qualifications

- An associate degree (or equivalent) from an accredited institution of higher education.
- 4+ years' customer service experience in higher education or a related field.
- 1+ years' event management experience.
- Experience working with international students, international admission/student services offices, international student recruitment agencies, or members of a professional membership association.
- Strong communication, analytical, prioritization, and project management skills
- Proficiency with software including office functions (Microsoft Word, Excel, and PowerPoint or similar) and constituent relationship management (CRM).
- Curiosity about and passion for working with people from a wide array of global cultures and perspectives.
- Commitment to AIRC's mission; vision; and diversity, equity, and inclusion statement.

Preferred Qualifications

- A bachelor degree (or equivalent) from an accredited institution of higher education.
- Familiarity with various business models in IEM, including international student recruitment agencies and service providers.

- Experience studying or working abroad.
- Familiarity with Neon CRM, Pheedloop events software, and OpenLearning LMS or similar programs.

Working Conditions

This position is fully remote and is characterized primarily as office work. AIRC will provide necessary IT equipment and basic office supplies, but the successful applicant will be responsible for ensuring access to a clean, ergonomic, and effective home office environment per AIRC's staff policy.

This salaried part-time position requires 20 hours per week, Monday through Friday. Each employee's standard working hours are negotiable within certain parameters so long as AIRC's core needs are covered. The AC may rarely be required to work outside of standard working hours to accommodate global time zones. The position also requires at least one week of domestic work travel per year, in early December for the AIRC Annual Conference, which may include evenings and weekends as needed. This non-exempt position is eligible for supplemental pay during required travel weeks, and overtime for hours worked over 40 in one week.

The successful candidate must live in the United States and hold US work authorization. AIRC is unable to sponsor any visa or immigration status for this position.

Compensation and Benefits

The hiring salary for this part-time, 20 hours per week position is \$35,000 annually. In addition to salary, AIRC's compensation package for part-time salaried staff includes:

- Paid time off: 11 paid holidays, 42 hours of paid vacation time, and 42 hours of paid sick time per year.
- A 401(k) retirement plan to which AIRC contributes a flat 5% of gross salary. There is no minimum or maximum employee contribution (other than IRS maximums).
- A dependent care FSA.
- A \$100 monthly stipend for mobile phone and home internet use.