



Job Description

PROGRAM MANAGER

Overview:

The Program Manager manages all activities in Vietnam related to the development and execution of the Fellowship, Visiting Scholar, and U.S. Faculty Scholar Programs of the Vietnam Education Foundation (VEF) as well as VEF Alumni activities, all known together as the VEF Programs. The Program Manager is responsible for assisting the VEF Senior Program Officer on related U.S. activities, including oversight of the Fellows' academic performance and the Scholars' training progress. In addition, s/he supervises, trains, and coaches the Program Assistants. Overall, the Program Manager heads the Program Team in the VEF Hanoi Field Office, delegating tasks to the Program Assistants (PA) and overseeing outcomes, while managing and coordinating all activities closely with, and under the guidance and direction of, relevant U.S. staff. The Hanoi Program Team consists of two PAs and the PM, and each PA serves to back up the other PA. The Program Team receives assistance from the Administration and Program Assistant in the Hanoi office.

Strategically, s/he fosters close relationships with Vietnamese universities and research institutes, educational organizations, the U.S. Embassy and Consulate General in Vietnam, the National Academies in the United States, and U.S. universities. The Program Manager maintains constant vigil on details of the VEF Programs, initiating and developing processes for successful outcomes. Importantly, s/he must ensure quality in all activities, reflecting the high standards of VEF. S/he reports to the Country Director in the Hanoi office.

Please note that relevant policies, activities, documents, processes, and procedures as described below are managed and/or enacted by the Program Manager, but are reviewed and/or approved in advance by appropriate senior management in the VEF U.S. Headquarters office.

Specific duties and responsibilities

1. Manages the administrative and logistic operations of the VEF Programs.
 - a. Responds to oral and written inquiries from Vietnam, and as appropriate from the United States, regarding the VEF Programs.
 - b. Communicates procedures clearly and makes timely and complete announcements.
 - c. Works closely with U.S. and Vietnamese universities, building positive relationships and clarifying expectations and program details.
 - d. Establishes draft budgets for VEF Programs, including overall budgets as well as individual activity budgets.

- e. Oversees the marketing program for the VEF Programs, including travel to Vietnamese universities and participation in education fairs, in order to promote the VEF Programs and to assure maximum outreach.
 - f. Creates and maintains updated documents and forms for, and records of, the VEF Programs, including summaries and evaluations as well as contact information for applicants, program participants, U.S. universities, and VEF Alliance schools.
 - g. Works with the VEF IT Team to create and maintain all related online forms and to obtain data for reporting purposes.
 - h. Creates and maintains a virtual copy and a hard copy of the Standard Operating Procedures (SOP) manual, summarizing all activities and associated steps, related templates, timeframes, and designated responsible personnel for the VEF Programs.
 - i. Updates and maintains relevant sections of the VEF website with assistance from the IT Team.
 - j. Oversees the preparation and completion of the annual Directory and Achievements of Fellows, Scholars, and Alumni.
 - k. Ensures compliance of the VEF Programs with VEF policies and any relevant regulations.
 - l. Coordinates with the VEF Senior Program Officer regarding all VEF Programs in Vietnam and in the United States, including academic performance of Fellows, program progress of Scholars, the Alumni Conference, and the Annual VEF Conference.
2. Manages all aspects of the VEF Programs from application through completion of academic and training programs in the United States as well as in Vietnam.
- a. Oversees the application process.
 - b. Communicates with the National Academies on arrangements related to the selection process.
 - c. Prepares data and details for the National Academies for reviewing applicant profiles.
 - d. Oversees the logistics for the review and selection of VEF Fellowships.
 - e. Oversees and assists VEF Nominees in their application process to U.S. universities, including ordering and distributing cash cards for university fees and test scores, arranging the U.S. University Application Orientation meetings and follow-up meetings for VEF Nominees, and communicating with U.S. universities.
 - f. Arranges and facilitates the visa application process for VEF Fellows and Scholars and their dependents in cooperation with the U.S. Embassy in Hanoi and the U.S. Consulate General in Ho Chi Minh City.
 - g. Arranges health checkups for VEF Fellows and Scholars at the S.O.S. clinics in Hanoi and in Ho Chi Minh City prior to their departure to the United States.
 - h. Arranges and oversees the Pre-Departure Orientation program, including the experiential team-building as well as lectures and presentations. Works closely with the Senior Program Officer, who is responsible for content and schedule.
 - i. Manages the issuance and collection of grant letters for new Fellows and Scholars.
 - j. Arranges and manages international travel arrangements and departure procedures for VEF Fellows and Scholars.

- k. Organizes and distributes information regarding payments to the U.S. universities for the Fellows and Visiting Scholars, in coordination with the Senior Program Officer and the Director of Finance, Accounting, and Administration.
 - l. Assures that Fellows and Scholars complete and submit all required personal and academic information at the Online Management System (OMS), including evidence of enrollment and transcripts each semester (Fellows); mid-term and final reports on training progress and report on Training of Trainers program (Visiting Scholars); and annual reports on use of Professional Development Grant funds.
 - m. Assists the Senior Program Officer in matters regarding the Fellows' and Visiting Scholars' programs in the United States and the Faculty Scholars' programs in Vietnam.
3. Assures that all written documents and materials are timely, well-edited, and of high quality.
 4. Leads the strategic planning and assessment of the achievement of program goals related to the VEF Programs as carried out by the Program Team in Hanoi.
 5. Supervises, trains, cross-trains, and coaches the Program Assistants for the Program Team. This includes continuous monitoring of all activities of the Program Team; mentoring of Program Assistants; and identifying their training needs and professional development plans.
 6. Contributes to, and participates in, the planning and development of the VEF Programs, providing insights and enhancements and initiating concepts and change for improvement.
 7. Contributes to the management of the Hanoi Office by demonstrated leadership efforts and activities that will strengthen the mission of the office.
 8. Demonstrates commitment to the VEF mission and promotes the VEF image and reputation.
 9. Communicates in a timely manner with appropriate personnel in the VEF U.S. office and with the VEF Hanoi staff.
 10. Maintains a close working relationship with the U.S. staff.
 11. Demonstrates a positive, supportive, and professional attitude.
 12. Other duties as assigned by the Executive Director and the Country Director.

Qualifications and requirements

1. Vietnamese national with professional work experience with an international development organization, non-profit agency, Vietnamese university, international education organization, or private international company. A minimum of 5 years of work experience is preferred.
2. Demonstrable understanding and in-depth knowledge of the Vietnamese and U.S. systems of higher education. Knowledge also about resources for science and technology is desirable.
3. A university degree in education, English, library and information science/management, science education or management, or a field related to international relations. A Master's or Ph.D. degree is preferred. A degree earned at an English-speaking university is preferred.
4. Proven leadership skills and experience supervising and managing other staff.
5. Proven project management abilities and proficient computer skills in MS Office and Internet research.

6. Experience in planning and executing complex logistical arrangements for large groups visiting and departing from Vietnam.
7. Understanding of the United States. Overseas experience is preferred through studying, living, or working in an English-speaking country.
8. Strong interpersonal, oral, and written communications skills.
9. Experience working with diverse populations and ability to communicate well in cross-cultural situations.
10. Ability to build and maintain relationships with U.S. and Vietnamese government agencies and institutions as well as high-level government officials and scientists.
11. Fluency in English (listening, speaking, reading, and writing).
12. Ability to take on significant responsibility with accountability and professionalism.
13. High level of integrity and commitment to ethical standards.
14. Ability to work independently and to work in a team.
15. Excellent time-management skills, ability to undertake multiple-tasks and priorities, and the ability to work under high pressure.
16. Excellent computer skills with MS Office and ability to do Internet research.
17. Ability to work during weekends and evening hours as well as on holidays when required.
18. Excellent organizational and presentational skills.
19. Ability and availability to travel in-country and internationally as required by VEF.

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APPLICATION PROCEDURE

DEADLINE FOR RECEIPT OF APPLICATIONS: **TUESDAY, NOVEMBER 30, 2010**

Please send by mail or email: 1) a cover letter in English, indicating which position you are applying for and specifying how you meet the qualifications (as stated in the online job description) and what your salary expectation is; and 2) your resume in English with your full contact information, including an email address to:

TalentNet Corporation
Unit 506, International Building Center, 17 Ngo Quyen, Ha Noi
Email : dao.khanh.chi@talentnet.vn

(Please indicate "VEF" and the title of the position for which you are applying on the envelope or in the Subject line of the email.)

Date of hire: **Immediate**

No follow-up phone calls or inquiries to VEF please.

The positions will remain open until filled.

If you are selected for a face-to-face interview, you will be required to provide VEF with copies in English of your university transcripts and three letters of recommendation regarding your professional qualifications. For the interview, you are required to give a 15-minutes power point presentation on how you meet the qualifications and how you intend to carry out the duties of this position. As part of the interview process, you will also be asked to write a brief , spontaneous essay in English on a topic presented to you on the day of the interview.

The Vietnam Education Foundation is an Equal Opportunity Employer.