



## **Resident Director, Cuba**

### **Position Overview**

The Institute for Study Abroad (IFSA) seeks an experienced educator to serve as Resident Director (RD) for our Cuba programs. This individual provides leadership and direction for our varied operations in Cuba that align with the organization's strategic vision, including its commitments to diversity and inclusion, intercultural learning, and enhancing the outcomes of education abroad experiences. Based in Havana, this position addresses institutional relationship building, student mentorship, administrative tasks, and more, with diplomacy, flexibility, resourcefulness, and strong attention to detail.

### **Responsibilities**

#### **Leadership & General Administration**

- Contribute leadership and vision to the development of strategic priorities for the organization.
- Represent IFSA in Cuba, including maintaining and building relationships with local universities and educational providers.
- Foster positive group dynamics and an environment of inclusivity.
- Facilitate clear communication with colleagues, fostering a collaborative and responsive climate.
- Support students of all backgrounds, abilities, and perspectives in meeting their academic, professional, and personal goals while in Cuba.
- Assist with financial reporting, budgeting, maintenance of accounting records, and submission of regular accounting reports.
- Supervise and train on-site Program Coordinator.

#### **Program Management and Development**

- Maintain the highest standards of quality across programs, including semester and short-term, customized programs.
- Identify, propose, and implement strategies that improve quality, reduce costs, streamline processes, enhance the student experience, and maximize the marketability of programs; recommend program adjustments to Assistant VP for Program Management.
- Ensure appropriate academic management of programs in alignment with IFSA's educational philosophies, supporting individualized learning, appreciative advising, and student learning plans.
- Design and implement intercultural programming, including orientation, co-curricular activities, field excursions, and ongoing opportunities for IFSA students to engage with the local community. Travel with students within Cuba during two to three multi-day field excursions per semester.
- Create and nurture host family relationships so they are an extension of IFSA's global learning environment.
- Meet with students regularly to contribute to their intercultural and academic growth, build positive relationships, and help resolve problems.
- Understand, support and comply with all IFSA policies.

- Regularly evaluate programs through observation, review of student feedback, and discussions with colleagues; operationalize action items arising from these evaluations.
- Contribute to the creation of custom program proposals and itineraries; operationalize custom programs.
- Acquire and/or develop data and content including program calendars, pre-arrival information, university fees, and housing descriptions and communicate to Indianapolis office for approval.
- Manage operating budget.
- Develop and operationalize health, safety, and security plans; provide leadership, crisis management, and assistance during student incidents; be available 24 hours a day to respond to emergencies.
- Understand U.S. and Cuban regulations relating to U.S. students and visitors in Cuba; guide students and IFSA colleagues and visitors for maintaining compliance.
- Familiarize relevant colleagues with IFSA's commitments, learning philosophies, and practices.
- Ensure accuracy and timeliness of all data.

### **Outreach**

- Host visitors from U.S. universities; educate visitors about IFSA and its programs.
- Travel to U.S. institutions as needed to promote programs. International travel is typically zero to two trips per year.

### **Qualifications**

#### **Education and Work Experience**

- Master's degree preferred; will consider Bachelor's degree combined with commensurate experience
- Demonstrated track record with education program development, management, and improvement

#### **Job Knowledge, Skills, and Abilities**

- Familiarity with U.S. and Cuban higher education
- Near-native fluency in English and Spanish, including the ability to speak Spanish using non-gender specific articles, adjectives and pronouns
- Excellent verbal and written communication skills
- A positive attitude and flexibility toward evolving responsibilities in a growing organization
- Diplomacy, sensitivity, and a high level of professionalism
- Strong drive and sense of urgency to resolve problems and optimize processes
- Outstanding attention to detail and organization
- Ability to:
  - navigate complex local and international issues
  - foster positive large and small group dynamics
  - take initiative and exercise good judgment, particularly in ambiguous or uncomfortable situations
  - multi-task and meet deadlines
  - be resourceful and grow IFSA's professional network

#### **Physical Abilities Required**

Required to walk and stand for long periods of time, often outdoors in the heat

#### **Other Information**

This is a full-time, 12-month, salaried position, residing in or near Vedado, Havana, Cuba, requiring significant evening and weekend work. Preference may be given to individuals who can commit for a minimum of two years. The position reports to the Assistant Vice President of Program Management, based in Indianapolis. Hiring decisions will align with Cuban regulations and University of Havana policies

**To Apply**

Qualified candidates should submit a cover letter, resume, salary requirements and contact information for three references to Jessica Auxier, Director of Human Resources at: [jauxier@ifsa-butler.org](mailto:jauxier@ifsa-butler.org). Please include "Cuba RD" in the subject line. Questions may be directed to the same. Review of applications will immediately; submit by Nov. 25 for full consideration.

Hiring decisions are made on the basis of an individual's qualifications, experience, overall performance and other employment-related criteria. IFSA provides equal opportunities for employment and advancement for all individuals, regardless of age, gender, race, religion, color, disability, veteran status, sexual orientation, national origin, or any other legally protected category.