



## Student Success Coordinator (US college experience required)

### Job Information

**Hiring Company**

IES Abroad (Institute for the International Education of Students)

**Job ID**

1545382

**Industry**

Education

**Job Type**

Permanent Full-time

**Location**

Tokyo - 23 Wards

**Salary**

Negotiable, based on experience

**Refreshed**

August 26th, 2025 11:01

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Native

**Minimum Japanese Level**

Native

**Minimum Education Level**

Bachelor's Degree

**Visa Status**

Permission to work in Japan required

### Job Description

**Reports to:** IES Abroad Center Director (CD)

**Status:** 1 FTE

**Scope of Duties:** The Student Success Coordinator (SSC) plays a critical role in fostering student well-being, academic success, and overall satisfaction during their study abroad experience in Tokyo. As the primary on-site advocate for students, the SSC provides direct support, facilitates communication between students and program partners, and contributes to the smooth operation of both semester and summer programs. The role combines student support, academic coordination, and general program administration.

**Primary Responsibilities (60%)**
**Student Success & Academic Support**
**Student Well-Being & Engagement**

- Serve as the primary point of contact for student support, providing guidance on academic, social, wellness, and housing-related matters.
- Monitor student progress through proactive outreach and early alert tracking systems.
- Coordinate and document interventions and escalate concerns as needed.

- Maintain visibility at key program locations and offer regular office hours.
- Support students during medical or personal emergencies, including attending appointments when needed.
- Promote student engagement by sharing regular updates, reminders, and resources.
- Contribute to a positive student experience through small community-building efforts such as birthday acknowledgments and check-ins.

#### **Academic Coordination & Advising**

- Liaise with academic partners and instructors to coordinate course logistics, schedules, and materials.
- Support academic orientation, placement testing, and classroom setup.
- Monitor attendance and communicate with students and faculty regarding academic concerns and accommodations.
- Assist with course registration, grade tracking, and academic communications throughout the term.
- Help ensure the smooth execution of academic procedures such as textbook distribution, classroom support, and data entry in program systems.
- Provide one-on-one academic guidance to students needing additional support.
- Prepare and maintain necessary onsite academic related support systems for students before and during academic terms.

#### **Secondary Responsibilities 40%**

##### **Administrative and Program Support**

- Program Operations & Student Services
- Assist with student onboarding and orientation logistics, including housing coordination, facility guides, and arrival procedures.
- Help plan and implement student life programming, including cultural activities, workshops, and excursions.
- Collaborate with other staff to support travel logistics, special events, and crisis response.
- Participate in routine shift responsibilities, including occasional evening and morning coverage, and on-call rotations.
- Administrative & Communication Duties
- Support maintenance of online platforms and internal communication systems.
- Assist with general office operations such as supply ordering, scheduling, and facility upkeep.
- Contribute to social media and student communications as needed.
- Help supervise seasonal student assistants, including task management and coordination.
- Other duties as assigned by the Center Director

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#### **Required Skills**

##### **Required Qualifications and Experience**

- Bachelor's degree.
- Strong familiarity with U.S. higher education systems and student culture.
- Experience living or working in an intercultural or international context.
- Near-native proficiency in both English and Japanese.
- Legal authorization to work in Japan.
- Strong empathic, interpersonal and communications skills

##### **Preferred Qualifications**

- Experience supporting college-aged students, particularly those from diverse backgrounds.
- Strong interpersonal, cross-cultural communication, and problem-solving skills.
- Ability to work collaboratively within a small, cross-functional team.
- Organizational skills and attention to detail in managing deadlines, data, and logistics.
- Flexibility to adapt to varying program needs and seasonal demands.
- Strong interest or experience in education, student affairs, or international education.

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#### **Company Description**