

Program Coordinator

Working at American University in Japan

Job Information

Hiring Company
Temple University, Japan Campus

Subsidiary
Temple University, Japan Campus (TUJ)

Job ID
1609797

Division
Master in Management Program

Industry
Education

Company Type
Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards, Setagaya-ku

Train Description
Tokyu Denentoshi Line Station

Salary
4.5 million yen ~ Negotiable, based on experience

Salary Bonuses
Bonuses paid on top of indicated salary.

Work Hours
37.5 hours per week (9:00 to 17:30, Monday to Friday)

Holidays
Weekends, Public Holidays, approx. 2 weeks over New Year

Refreshed
November 17th, 2026 03:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
No permission to work in Japan required

Job Description

POSITION

Program Coordinator

DEPARTMENT

Master in Management Program

REPORT TO

Director, Master in Management

POSITION TYPE

Full-time

WORK HOURS

37.5 hours per week (10:00–18:30, Monday through Friday)

*Weekend/evening work to attend events; compensatory time off provided.

LOCATION

City Campus (Sangen-jaya station)

*Hybrid-remote flexibility after initial training period available.

VISA REQUIREMENT

Temple University, Japan Campus (TUJ) is able to sponsor a visa for this position.

SALARY & BENEFITS

Commensurate with experience.

Eleven (11) days paid vacation in the first year, increasing to 20 days after 6 years of employment, plus 5 paid “personal and sick days” each year. In addition, approximately two weeks company-wide break over Christmas/New Year. Japanese social insurance and pension, commuting/telework allowance, a welfare-discount program membership, and retirement payment system.

OVERVIEW OF POSITION

The Program Coordinator supports the growth and ongoing development of the Master in Management (MiM) program, with primary responsibility for recruitment and admissions coordination, program communications and marketing, CRM management, and the development of recruiting and student success events.

Working closely with the Program Director, Program Assistant, Career Advisor, faculty, and relevant university offices, the Program Coordinator helps ensure consistent and engaging experience for prospective students from initial inquiry through admission and transition into the program, while also supporting the program's visibility and student community.

PRIMARY RESPONSIBILITIES

Recruitment & Admissions

- Coordinate prospective student engagement from initial inquiry through the admissions process
- Serve as a primary point of contact for prospective students, responding to questions and providing information about the program, admissions requirements, timelines, and next steps
- Coordinate recruitment activities, including information sessions, sample classes, fairs, and other prospective student events
- Conduct follow-up communication with prospective students and applicants to support progression through the admissions funnel
- Monitor applicant progress and work with relevant university offices to identify and follow up on incomplete applications or outstanding requirements
- Coordinate and conduct admissions interviews, working closely with the Program Director and Fox’s admissions team.

- Support admitted students during the transition from admission to enrollment, coordinating handoffs with the Program Assistant as appropriate
- Track recruitment and admissions activity and provide regular updates on the prospective student pipeline

Recruiting Events

- Coordinate the planning of recruitment-focused events, including information sessions, sample classes, admitted student events, and recruitment fairs
- Coordinate participation by students, alumni, faculty, and other stakeholders
- Work closely with the Program Director to develop event agendas, presentations, communications, and other content needed to effectively represent the program
- Work closely with the Program Assistant on event logistics, including room reservations, catering, setup, materials, and other operational requirements
- Track participation and follow up with attendees after recruitment events

CRM & Data Management

- Maintain accurate and up-to-date records for prospective students, applicants and admitted students within the program's CRM systems
- Track prospective student engagement, application status, recruitment activities, and communications
- Develop and maintain processes to ensure consistent CRM usage and data quality
- Generate reports and analyze recruitment and admissions data to support program planning and decision-making
- Maintain contact lists and audience segments for prospective students, students, and alumni

Marketing, Website & Communications

- Draft and coordinate program marketing and recruitment content, including emails, newsletters, announcements, presentations, and promotional materials in Japanese and English
- Coordinate updates to the MiM website in Japanese and English and ensure program information remains accurate, current, and aligned with university guidelines
- Work with relevant university teams and external partners on marketing and promotional initiatives
- Identify student, alumni, faculty, and program stories that can be used to strengthen recruitment and program visibility
- Support the development and maintenance of a consistent MiM program voice and messaging across communications and social media channels
- Collaborate with the Program Director and TUJ Communications and Marketing team to develop ads, and keep brochures, marketing materials, YouTube, and social media content up to date

Student Success

- Lead the development of MiM student success activities that strengthen student engagement and community, while managing the program’s events budget
- Collaborate with the Program Director to develop event concepts and programming that reflect the international and intercultural nature of the MiM student body
- Coordinate with students, faculty, alumni, and external partners to develop meaningful community-building activities
- Work with the Program Assistant to coordinate the operational and logistical elements of events, and to develop and maintain clear pre-arrival and post-arrival resources to help students navigate administrative processes and life in Japan
- Together with the Program Assistant, provide support for incoming international students, including guidance on mandatory post-arrival administrative procedures
- Gather student feedback and evaluate participation to continuously improve program activities

Program Support & Collaboration

- Support the Program Director with program development initiatives, special projects, and activities related to recruitment, program growth and student success
- Collaborate closely with the Program Assistant to ensure effective handoffs between recruitment/admissions activities and student onboarding and enrollment processes
- Work with the Career Advisor to identify opportunities to incorporate alumni and employer engagement into program communications and events
- Liaise with university departments and the Main Campus as needed on recruitment, admissions, marketing, and communications matters
- Contribute to the continuous improvement of program processes, systems, and the overall prospective and current student experience, as well as alumni engagement

APPLICATION PROCESS

Review of applications will begin immediately and will open until filled. Desired start date is October 1, 2026 or shortly thereafter.

https://tuj.bamboohr.com/careers/124?source=aWQ9Mg%3D%3D

Required application materials to be submitted:

1. A cover letter highlighting relevant experience and what appeals to you about the position,
2. A resume or curriculum vitae,
3. A list of two references with contact information.

Only those applicants who make it past the initial review will be contacted.

Temple University, Japan Campus is committed to equal employment, and to increase diversity and inclusivity in both its community and curricula. All qualified applicants shall have full and equal consideration for employment. The university does

not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law. Candidates who can contribute to the institution's goals are strongly encouraged to apply.

Required Skills

QUALIFICATIONS & EXPERIENCE

- Bachelor's degree
- Minimum of 3 years of professional work experience in Japan
- Excellent verbal and written communication skills in both English and Japanese
- Demonstrated ability to collaborate across teams while also taking ownership of projects and initiatives
- Strong interpersonal skills to build relationships with diverse stakeholders including students, alumni, faculty, staff, and external parties
- Strong technical skills (including proficiency with Microsoft Office, experience with CRM systems and databases) and ability to quickly learn new systems and software
- Detail-oriented with the proven ability to manage multiple concurrent responsibilities while maintaining composure in a dynamic work environment
- Student-centered mindset with a strong commitment to creating a supportive, responsive and inclusive student experience

PREFERRED QUALIFICATIONS AND EXPERIENCE

- MBA or master's degree in a business field
- Experience in Higher Education or program management
- Experience in leading or supporting student recruitment and admissions processes
- Experience in integrated marketing communications, including email marketing, digital advertising, content development, and campaign coordination
- Experience delivering engaging presentations in both English and Japanese

Company Description