



Program Manager, German Language Programs

Based in Minneapolis, Minnesota, Xperitas is a nonprofit educational organization dedicated to promoting global citizenship through authentic immersion experiences. Born from the decades of shared experience of Intercultural Student Experiences and Global Citizens Network, Xperitas offers programs that embody true language and cultural immersion, inspire personal connections with diverse individuals and communities worldwide and provide transformational experiences for our participants.

We currently have an opening for a **Program Manager, German Language Programs**. This position encompasses customer service as well as overall program management and program development. This is a great opportunity to work with some of the most talented people in the industry.

About the Role:

Program Management and Development

- You'll manage arrangements and logistics for all German language programs
- Ensure accuracy of billing statements and processing of invoices
- Serve as primary communication liaison for educators regarding program logistics
- Identify and maintain relationships with vendors in the destination country to deliver services and evaluate their performance
- Focusing on what works best, you'll analyze operational processes and escalation procedures, which are used to identify opportunities to improve service delivery and value added to the customer
- You'll develop and execute customized programs that are tailored to a specific country's or teacher's requirements, ensuring educational goals are achieved
- Collaborate with the management team to enhance existing published itineraries
- You'll plan and manage budgets and provide costing for published and custom programs
- Other duties as assigned

Account Management

- From an advisor perspective provide high quality customer service, including 24-hour on-call emergency support as assigned
- Provide effective follow-up to annual program evaluations
- Build and maintain effective long-term relationships with educators, host family coordinators abroad, land operators/travel vendors
- Support marketing efforts for assigned programming

About You:

- Sie sprechen und schreiben fließend Deutsch
- You have native or near-native English fluency
- You've lived in Germany for at least one year
- Bachelor's degree plus three years working as a Customer Service/Sales Representative in a service industry



Program Manager, German Language Programs

- Proven experience negotiating services/programs
- Solid Microsoft Office skills (Excel, Word, PowerPoint and Outlook)
- There's not a budget out there you can't manage and you can prove it
- Ability to quickly analyze and problem solve complex situations
- Ability and desire to work in a fast-paced challenging environment
- Team player and self-starter – highly self-motivated
- You love travel and would be down for the occasional domestic or international trip
- Experience with database management
- Preferred classroom teaching experience/exposure
- Preferred third language proficiency

To apply, please send your cover letter and resume to jobs@xperitas.org.

We offer our employees a competitive compensation and benefits package which includes medical insurance, dental insurance, Flexible Spending Account, 401k, life/AD&D insurance, short-term disability insurance, long-term disability insurance, paid holidays and paid time off.

EEO Employer.

No phone calls please!