

Assistant Director, International Health and Safety - Global  
Operations Office  
Tufts University

Direct Link: <https://www.AcademicKeys.com/r?job=238561>

Downloaded On: Nov. 21, 2024 8:55am

Posted Jul. 5, 2024, set to expire Dec. 31, 2024

<b>Job Title</b>	Assistant Director, International Health and Safety - Global Operations Office
<b>Department</b>	Global Operations Office
<b>Institution</b>	Tufts University Medford, Massachusetts
<b>Date Posted</b>	Jul. 5, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Associate/Assistant Director
<b>Academic Field(s)</b>	Health Services
<b>Job Website</b>	<a href="https://jobs.tufts.edu/jobs/20667?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys">https://jobs.tufts.edu/jobs/20667?lang=en-us&amp;iis=Job+Board&amp;iisn=AcademicKeys</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

## Overview

The Global Operations Office at Tufts University sits within the Finance Division and reports to the University Controller. The Global Operations Office provides International Travel Health, Safety, and Security, and Global Operations support to all Tufts campuses and community members and is committed to providing expertise and guidance to reduce internal infrastructure barriers for Tufts faculty, staff, and students undertaking research, projects, or programs abroad.

The Finance Division is a key department in the central administration of the university and is responsible for the treasury, purchasing, budgeting, accounting, bursar, payables and post-award grant administration for this doctoral research university.

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## What You'll Do

The Assistant Director, International Health and Safety is charged with proactively addressing and mitigating the university's exposure related to international activities, specifically focusing on the health and safety, and emergency response component. This position manages the university systems and policies related to international travel safety, leads the preparation of university travelers, and manages the university's response to critical incidents, impacting individuals and groups, overseas. This position reports to the Director of Global Operations and works closely with key campus partners involved in global programming at Tufts.

### Essential Functions:

#### Health, Safety, and Security Support to International Travel and Programs:

- Manage the development, implementation, and communication of health, safety, and security policies and resources to support international programs including global education, global service-learning, registered student organization travel, global research projects, and business travel.
- Collaborate with campus partners to design and implement health, safety, and security policies, resources, and tools to support their international activities.
- Implement the university-wide global assistance and medical benefits program and manage the university's relationship with its assistance provider.
- Serve as campus subject matter expert on health, safety, security, and risk management for international activities

#### Health, Safety, and Security Risk Monitoring and Assessment:

- Actively monitor global events, assess potential impact on university activities, recommend mitigation measures, and communicate with travelers and administrators as appropriate.
- Conduct research and write a variety of international health, safety, and security briefings for individual travelers, programs, travel review committee, and senior leadership.
- Contribute to the review of high-risk travel proposals through analysis of health, safety, and security risk and mitigation plans.
- Make recommendations to international programs and individual travelers regarding health, safety, and security plans.
- Chair the university's international travel review committee.
- Stay abreast of industry best practices related to international health, safety, and security in higher education

#### Travel Registration Systems and Data Administration:

- Manage the university travel registration system including processing trip registrations, providing user support, and developing and improving workflows and content.
- Collaborate with vendor(s) to optimize system performance.
- Serve as primary point of contact to travel registry system vendor for tracking and resolving service issues, enhancement, and upgrades
- Analyze data to track trends and produce internal and external reports

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**Education and Outreach:**

- Develop and deliver pre-departure orientations, program leader training, staff workshops, and similar presentations.
- Create education and outreach tools including promotional materials, presentation templates, web content, and online training courses.
- Build relationships across campus to promote Global Operations and work closely with diverse constituents to promote international health, safety, security, and risk management.
- Participate in professional organizations and represent the university in state, regional, national, and international forums and conferences

**Incident Response and Crisis Management:**

- Serve as primary 24-hour on-call responder and incident manager for international health, safety, and security incidents and crises, including being available to respond to emergencies that often occur outside of regular business hours.
- Support affected students or faculty members and their families in the event of an emergency, and coordinate campus resources and partners as needed for emergency response
- Develop and maintain robust emergency response procedures and tools.
- Manage an incident tracking and reporting system and analyze yearly trends

**What We're Looking For**

**Basic Requirements:**

- Bachelor's degree in global security, international studies, emergency management, international program management or education, or related field.
- 5 - 7 years' experience in global safety, emergency, and risk management or international programming
- Experience living, working, and studying abroad
- Experience writing and implementing policies and operational procedures
- Strong interpersonal skills to build relationships and effectively work with various groups across campuses, including university administration, faculty, staff, students, and government agencies
- International crises or emergency response experience
- Ability to remain calm under pressure, use sound judgement and make decisions during high-stress events and with limited information, and to communicate confidently and discreetly when handling difficult or sensitive crises
- Excellent written and oral communication skills
- Proficiency in IT systems



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- Willingness to travel domestically and internationally

**Preferred Qualificaitons:**

- Graduate Degree in relevant field or with international focus, i.e., global security, higher education, international program management, risk or emergency management
- Experience in international security or intelligence analysis
- Experience working in emergency response or incident response center
- Knowledge/previous experience in higher education
- Project management and leadership skills
- Experience with Terra Dotta, Salesforce, or comparable technical systems

**Pay Range**

Minimum \$85,650.00, Midpoint \$107,150.00, Maximum \$128,600.00

Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

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