



Custom Programs Resident Director

Osaka, Japan, JPN

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Job Type

Full-time, Contract

Description

Status: Full-time onsite (some evenings and weekends)

Location: Osaka, Japan

Supervisor: Program Director, CET Japan

Contract Dates: October 1, 2026 – late-August 2027

Salary: The monthly salary for the full-time position is **¥ 300,000 – ¥ 350,000** commensurate with experience. Benefits include generous paid leave, social insurance, professional development opportunities, and more.

Summary

The Custom Programs Resident Director (CPRD) will plan and implement customized programs developed specifically for various universities in the United States. When custom programs are not on the ground, the CPRD may also be responsible for supporting other team members on CET's standard semester programs as needed. The initial assignment will be for one term with a possible extension based on upcoming enrollment and satisfactory performance.

Attributes of the ideal CPRD candidate are strong leadership skills, flexibility, dedication, and enthusiasm for working with students and for cross-cultural exchanges.

Candidates are advised that this is a time-consuming, challenging position.

What you'll do...

CPRD responsibilities include but are not limited to the following:

Program Operations & Implementation

- Contribute to itinerary development and all program planning, including finalizing all excursions, guest lecturers, housing, health and safety preparations and other logistics
- Attend student activities and excursions, including those that occur on evenings and weekends
- Adhere closely to CET custom program policies and procedures
- Coordinate student and faculty arrivals

- Handle appropriate funds and work according to a budget
- Maintain office hours and meet frequently with students to serve their needs

Student and Faculty Advising and Support

- Conduct orientations and serve as on-going resource for questions relating to health and safety, housing, language, and culture
- Maintain a high level of visibility and accessibility to students and faculty leaders
- Respond to emergencies and incidents, managing messaging and communication while collaborating with local and US-based staff

Liaising with Partners

- Effectively represent CET to custom program faculty and/or US partner study abroad staff who might be visiting the program
- Actively seek and develop new local partnerships with vendors and local experts that might support the custom program and broader CET strategic goals

Communicating and Collaborating with Headquarters and Osaka-based Staff

- Collaborate closely with Osaka-based CET staff, particularly on student issues and program planning that utilizes cross-program resources
- Collaborate closely with the US-based Custom Programs Team on future custom programs development and drafting proposals to potential partners
- Maintain close working relationship through regular office hours, weekly team meetings, and effective written and verbal communication
- Maintain close communication with headquarters regarding any student, partner, or staff issues that arise
- Utilize Salesforce to review student reports and file detailed incident reports
- Offer effective responses to issues identified in program evaluations
- Write a detailed final report one month after the end of each custom program, identifying challenges and suggesting solutions

Requirements

We're looking for...

- Legal permission to work, without restriction, in Japan
- Advanced proficiency in Japanese and English
- Candidates must have an ability to communicate to local service providers and emergency personnel in Japanese
- Candidates must have an ability to give nuanced presentations and facilitate difficult conversations with both students and faculty in English
- Significant experience living, working, and/or studying in Japan, preferably in Osaka
- Bachelor's degree, in any field
- Professional experience working with students and/or travelers, preferably in a US-Japan cross-cultural context
- Professionalism with strong management and organizational skills
- Cultural sensitivity and a commitment to cross-cultural exchanges
- Ability to establish and maintain positive professional relationships and communicate effectively with colleagues, students, staff, and partners
- Excellent time management skills and ability to manage conflicting priorities

- Ability to take initiative and use good judgement when solving problems
- Experience with Office 365 (Word, Excel, PowerPoint, Outlook, Teams) and Salesforce preferred
- Willingness to serve in different roles and work evenings and weekends
- When custom programs are operating, be on call in case of an emergency, 24 hours a day, 7 days a week
- Patience, flexibility, positive attitude, and a sense of humor

To Apply

Please attach your resume and a cover letter to our application form. Applications missing any of these components will not be considered. The successful completion of a background check, including professional references, is required for this position.

For best consideration, please complete the application and upload your materials by **July 15, 2026**.

An Equal Opportunity Workplace

We are committed to equal employment opportunity regardless of race, color, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity, Veteran status, genetic information, or any other protected characteristic under applicable law.

Description of the Organization

CET Academic Programs is a study abroad organization that has been developing and operating innovative educational programs abroad since 1982. Originally "China Educational Tours," CET began operations in Beijing, later expanding to other locations around the world.

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