



## **JOB DESCRIPTION**

**Title:** Compliance Manager

**Reports to:** Vice President, Quality

**Category:** Professional/Exempt

**Supervises:** Senior Compliance Specialist, Compliance Specialist

### **Role:**

Oversee the regulatory compliance function for PAX exchange programs, managing a small team of compliance staff members and working with other PAX teams to ensure that these functions serve the overall goals of the PAX program. Manage PAX compliance systems to ensure and document that PAX operations are conducted in full compliance with US Department of State (USDOS) regulations, CSJET standards, and other rules governing PAX program operations. Oversee receipt and tracking of placement paperwork. Manage criminal background check process for host families and coordinators. Maintain compliance policies and procedure documentation. Oversee annual program audit.

### **Responsibilities:**

1. Manage the PAX compliance team, supervising compliance specialists and senior specialists, managing workloads, overseeing the quality of all work produced by the team, and ensuring that all departmental objectives are met.
2. Develop and maintain internal systems for receiving, logging, and checking paperwork related to initial placement, host family changes, required orientations, and monthly student reports; generate regular reports and request updates from placing team on missing paperwork.
3. Manage criminal background checks for community coordinators and host families, ensuring discreet handling of confidential information; contact applicants whose background checks require follow up to secure additional information; bring cases to VP Quality or Compliance Committee for final decision when required.

4. Check host family applications for issues relating to criminal history, Child Protective Services, income and public assistance; follow up with prospective host family as necessary; bring cases to VP Quality or Compliance Committee for final decision when required.
5. Serve as gatekeeper for placements submitted for payment, checking for completeness and quality of paperwork; refer incomplete files back to placement team; approve monthly supervision reports for submission to Finance.
6. Track pre-departure orientation forms; follow up with overseas partners to request missing forms.
7. Track host family orientations; use student flight schedules, notify community coordinators, and follow up as required to ensure host family orientations are completed prior to student arrival.
8. Track student orientations and ensure that they are completed within two weeks of student arrival; follow up with community coordinators as necessary to receive confirmation of student orientations.
9. Review local coordinator applications and other vetting paperwork, following up with applicants on issues related to criminal history, Child Protective Services, and work eligibility as needed. Manage the process of local coordinator onboarding and training.
10. Oversee the Second Visit Representative (SVR) system to ensure that all host families receive a second visit from a PAX representative per USDOS regulations, including those resulting from placement changes.
11. Keep abreast of issues and developments in USDOS regulations; attend workshops and seminars, as appropriate; in cooperation with VP Quality, monitor and revise PAX internal systems to ensure they support full compliance.
12. Create and maintain Compliance training materials and handbooks to ensure that all compliance processes are accurately documented. Assist with training new staff members in USDOS regulations and compliance processes.
13. Train regional directors, regional managers, and regional support specialists in paperwork and compliance documentation; create and maintain relevant compliance reference and training materials for the placement team; review USDOS regulations and CSIET standards with staff, as appropriate.
14. Assist with preparation for annual program audit and site visits, working closely with VP Quality to provide needed documentation and respond to questions. Locate, review, and organize paperwork relative to any complaint received from USDOS or CSIET, as requested.
15. Coordinate with VP Quality and Senior Compliance Specialists to provide on call coverage for CBC review during evening and weekend hours for emergency host

family changes during the year and key deadline periods during the placement season.

16. Other duties as assigned.

**Qualifications:**

1. Minimum of 3–5 years experience in international relations, education, nonprofit management or related field; previous compliance experience and/or experience with USDOS regulations.
2. Undergraduate degree required.
3. Organized and detail-oriented with strong analytical and problem solving skills.
4. Strong verbal and written communication skills.
5. Demonstrated ability to work productively under pressure and the ability to be flexible, adapt to changing situations, and take direction well.
6. Previous management experience preferred.
7. Flexibility and willingness to adjust work schedule to meet the demands of an unpredictable caseload, including the need to provide on call CBC coverage for key placement deadlines and emergency host family changes.
8. Previous international/intercultural experience preferred.
9. Computer literacy including proficiency in use of MS Office applications and experience using database systems.