



## **JOB DESCRIPTION**

**Title:** Senior Compliance Specialist

**Reports to:** Compliance Manager

**Category:** Professional/Exempt

### **Role:**

Manage PAX compliance systems to ensure and document that PAX operations are conducted in full compliance with US Department of State (USDOS) regulations, CSIET 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 binder. Oversee annual program audit.

### **Responsibilities:**

1. 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.
2. Manage criminal background checks for community coordinators and host families, ensuring discreet handling of confidential information; personally contact applicants whose background checks require follow up to secure additional information; bring reports to Compliance Manager, VP Quality, and/or Compliance Committee for review and final decision, as required.
3. Check host family applications for issues relating to criminal history, license suspensions, child protective services, income, and public assistance; follow up with prospective host family as necessary; bring cases to Compliance Manager and VP Quality for review and final decision.

4. 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.
5. Review host family changes throughout the year, checking for completeness and quality of paperwork; follow up with placement team for missing paperwork.
6. Track pre-departure orientation forms; coordinate with Admissions Manager to follow up with overseas partners and request missing forms.
7. Track host family orientations; use student flight schedules, notify placing team, 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 placing team 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, license suspensions, child protective services, and work eligibility as needed. Coordinate with Compliance Specialist to manage the process of local coordinator onboarding and training.
10. Coordinate 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. Personally manage the SVR process in assigned regions and coordinate with Compliance Specialist to ensure that visits are completed in remaining regions.
11. Maintain and update 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.
12. Assist with preparation for annual program audit and site visits, working closely with Compliance Manager and 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.
13. Coordinate with Compliance Manager and VP Quality 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.
14. Other duties as assigned.

**Qualifications:**

1. Undergraduate degree and 3–5 years previous work experience; previous compliance experience and/or experience with USDOS regulations.

2. Organized and detail-oriented with strong analytical and problem solving skills.
3. Strong verbal and written communication skills.
4. Demonstrated ability to work productively under pressure and the ability to be flexible, adapt to changing situations, and take direction well.
5. 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.
6. Previous international/intercultural experience preferred.
7. Computer literacy including proficiency in use of MS Office applications and experience using database systems.