

**WHAT WAS YOUR POSITION AND THE ORGANIZATION YOU WORKED FOR ON CO-OP?**

I was the program education co-op at Cultural Care Au Pair, which was a paid position. The NUworks description was very accurate about the day-to-day tasks that the co-op required of me. However, the intensity of the workplace was overstated and I also did not interact with the co-op program at EF Education First in general as much as I would have assumed.

**HOW DID YOU SPEND THE MAJORITY OF YOUR TIME IN CO-OP? DOING WHAT? WITH WHOM?**

I spent the majority of my time with the other members of the program education team. My coworkers were mostly women in their 20s or 30s, which made me feel like I was a natural fit on the team. Even more, than that, I always felt like I had command over my tasks, and therefore my perspective was appreciated in meetings. I used platforms like Salesforce and Excel to perform administrative work, but also ran the chat feature on the website. As I spent more time there I was both given and requested more tasks. By the end, I ran two customer outreach projects and answered phone calls.

**WHAT DID YOU HOPE TO LEARN ON THIS CO-OP? (OFFICE SKILLS, EMPLOYER POLICIES, FIELD EXPERIENCE, ETC?)**

The most difficult activity I did while on co-op was to answer incoming phone calls. Because of the complex nature of the au pair program I had to be prepared to be met with questions I could not answer. There was also one time when I had to handle a very difficult conversation with a frustrated host mother. My coworker helped me with the correct terminology, but I learned I had to be calm and listen to rude customers.



# CULTURAL CARE AU PAIR

SOPHIE KEEGAN, PROGRAM EDUCATION CO-OP, JANUARY 9–JULY 7

**DISCUSS THE MOST DIFFICULT OR CHALLENGING ACTIVITY THAT YOU ENGAGED IN DURING CO-OP.**

One of the projects that I ran consisted of texts and responses to host families currently with au pairs. This was exciting to me because my responsibilities went beyond what my coworkers dealt with, particularly when I was faced with questions they could not help me answer. It was also exciting that the project was given to me by the vice president of the sales department and I regularly communicated with her about the success of the project.

**HOW DID YOUR CO-OP EXPERIENCE AFFECT YOU?**

My co-op has taught me the importance of a good work culture in my future career. That being said, I also have learned that I want to pursue a career that will be more engaging than sales. I have learned many professional social skills, and will be leaving this experience as a more confident and well rounded person.

**PLEASE DESCRIBE A JOB, TASK, ACTIVITY THAT YOU DID DURING CO-OP THAT YOU HAD NEVER DONE BEFORE.**

Most of my tasks while on co-op were very intuitive, even when I had not done them before. However, I learned to use our internal system called Tellus to edit several parts of the host family's information. I learned about each part of the pages, and although it took me a long time to understand, by the end of my co-op I used it several times each day.

**DISCUSS WHAT YOU LEARNED ABOUT YOURSELF AND YOUR WORK/LEARNING STYLE ON YOUR CO-OP.**

I had two managers throughout my co-op, which taught me that I appreciate feedback about my performance because it can help me improve. I also learned how to ask for assistance when needed, and realized that no one was judging me for not knowing the answer to each question. Beyond that, this was a good practice in growing my time management skills.

**HOW WAS THE PREPARATION (RESUMES, ETC) AND INTERVIEWING PROCESS (BEFORE THIS CO-OP) FOR YOU?**

I was not expecting to accept this co-op as I was emailed about an interview. I did some basic preparation for the company, but for the most part, I was unprepared. My interview with my manager went very well and I was shocked to find that I loved her and Cultural Care seemed like a great company. I had some difficulty making my resume and landing interviews initially. However, my manager offered me this position on the spot at the end of this interview. I would say for EF in particular, or any sales role, that the interview is incredibly important, and the chemistry me and my manager had made up for any lack of experience on my resume.

## GLOBALIZATION

AS A COMPANY, CULTURAL CARE CLAIMS TO BE A "CULTURAL EXCHANGE" PRODUCT AND CONSTANTLY REINFORCES THE IMPORTANCE OF THIS ASPECT TO OUR HOST FAMILIES. BY NATURE, CULTURAL CARE IS A GLOBAL COMPANY, HAVING OVER 20 OFFICES IN EACH OF THE COUNTRIES WE RECRUIT AU PAIRS FROM. THE REASON THAT THE US SPONSORS VISAS FOR AU PAIRS IS BECAUSE OF THE POSITIVE EFFECTS THAT YOUNG PEOPLE FROM OTHER COUNTRIES HAVE ON AMERICAN FAMILIES, BUT ALSO TO SHARE AMERICAN CULTURE WITH THESE YOUNG PEOPLE. CULTURAL CARE, THEREFORE, HAS BEEN AN ACTIVE FORCE OF SOCIAL GLOBALIZATION SINCE THE 1970S. THE GREATEST EXAMPLE OF GLOBALIZATION I EXPERIENCED WAS SPEAKING TO PREVIOUS AU PAIRS WHO NOW WORK IN THE US OFFICE RECRUITING HOST FAMILIES. THESE WOMEN WERE ABLE TO SHARE THEIR CULTURE WITH THE CHILDREN THEY TOOK CARE OF, BUT ALSO WERE PUT ON A PATH TOWARDS LIVING AND WORKING IN BOSTON. THE AU PAIR PROGRAM FACILITATES AN EXCHANGE OF PEOPLE FROM COUNTRIES MOSTLY IN EUROPE AND SOUTH AMERICA, AND THE US. I WAS ALSO INTERESTED TO TALK TO EMPLOYEES IN RECRUITING OFFICES ABROAD ABOUT GOVERNMENTAL REGULATIONS AND MARKET SPECIFICS FROM THEIR COUNTRIES. FOR EXAMPLE, THE FEE THAT AU PAIRS PAY TO ENTER THE PROGRAM VARIES BASED ON THE AVERAGE INCOME OF THE COUNTRY THEY ARE FROM. I FOUND THE GLOBAL ASPECT OF THIS COMPANY TO BE FASCINATING AND WAS ALWAYS MOTIVATED BY THE OPPORTUNITIES THE PROGRAM PROVIDES TO YOUNG PEOPLE.



## Our au pairs

Carefully screened young adults from over 20 countries  
Have childcare experience, CPR and First Aid certification  
Joining an American family for a year.

Welcome! Are you looking for information on hosting an au pair?

