

<b>Job Title:</b>	Interim Student Services Coordinator
<b>Location:</b>	Madrid, Spain
<b>Reports to:</b>	Resident Director, Liberal Arts
<b>Start Date:</b>	mid-August, 2017
<b>Expected End Date:</b>	November 30, 2017 (with possibility for extension)

CIEE is a nonprofit academic consortium of U.S. universities. CIEE is the world leader in international education and exchange. For 70 years CIEE has helped thousands of people gain the knowledge and skills necessary to live and work in a globally interdependent and culturally diverse world by offering the most comprehensive, relevant, and valuable exchange programs available.

**Summary of Position:**

CIEE Madrid is expanding and we are looking for young minded, organized and energetic staff to join our team. The position of student services works with others to ensure proper functioning and rewarding student experience at the Study Center in Madrid. The position assists with orientations, including online pre-departure orientation and ongoing cultural planning and implementation, as well as health, safety, and security training of students. The position will be engaged in specific and at times intensive responsibilities, participant support and administrative tasks prior/during/after orientation programs. The student services role works all sorts of group sizes and program participants from different backgrounds.

**Duties:**

- Acts as primary point of contact for students/meet and greet participants of CIEE programs
- Assists staff in logistical support of orientations, study trips, co- and extra-curricular activities
- Organizes cultural agenda, interest groups, recruits and manages “Buddies” program
- Help to develop internship and volunteer opportunities for community engagement
- Pre-departure mailings: edit and ensure timely updates and distribution of program documents
- Health, Safety, and Security: manage student information and assist with incident reporting
- Manage staff emergency phone in rotation with other staff members
- Tracks process for logging student travel, absences from program
- Assist with cultural activities and contact with homestays, in coordination with CIEE staff

**Knowledge and Skills:**

- Organization—Ability to handle multiple tasks and priorities simultaneously.
- Communication—Strong communication skills, both written and verbal, and be able to communicate to multiple audiences. Public speaking is very common.
- Interpersonal—Strong interpersonal skills and ability to communicate (naturally) with an interest in the participants, visitors, host families, etc.
- Budgeting— Handle some petty cash expenses/money stipends and operate under fiscal constraints.
- Flexibility— Must be flexible and be able to respond quickly to changing circumstances. Must have a high tolerance for ambiguity.
- Language—Advanced fluency in English and native-fluency in Spanish.

- Technology—Strong computer skills (Word, Excel, Outlook, etc.).
- Education – University degree equivalent to Bachelor’s or Grado
- Experience---international education experience desirable. Advising and supporting participants living in a foreign country with empathy, and showing familiarity with the cultural adaptation process.

**Availability and Time requirements:**

- Full-time position (Temporary duration of three-month contract with possibility for extension)
- Must have legal work permit for Spain
- At times, participation in day trips and weekend excursions may require time away from the office and travel on the weekends.

The Student Services coordinator has access to participant applications, their transcripts, and other personal information. He/she might be privy to personal and/or academic problems of participants and must respect and maintain the confidentiality of such records.

**Application deadline: July 17, 2017:**

Please send your CV (in either English or Spanish) to **ciee.madrid@gmail.com** with Email Subject Line: Application Student Services Coordinator