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| New Position:        | Academic Coordinator (full-time)  |
| Department:          | CIEE Global Institute – Academics |
| Reports To:          | Academic Director, Madrid         |
| Location:            | Madrid, Spain                     |
| Expected Start Date: | October 1, 2017                   |

**Summary of Role**

The Academic Assistant supports all academic programs offered at the CIEE Global Institute – Madrid and is a core faculty member in the Open Campus program. The Academic Assistant will typically teach three Open Campus courses per calendar year and assist in curricular planning and development, as well as with overnight study tours. The position is responsible for a mix of teaching and administrative tasks as follows: administrative and advising work (50%), teaching (25%), and instructor support and training (25%). Most of all, the candidate needs to be enthusiastic about working with and giving time to our students, and should see themselves as an educator and motivator.

**Primary Responsibilities:**

***Academic Advising and Administrative Support***

- Assist the Academic Director in the analysis of pre-registration data and with student advising in the beginning of and during each block.
- Offer academic, and where appropriate, professional guidance to students through appointment-based office hours. Assist the academic director with writing, editing and reviewing course syllabi.
- Conduct and write up classroom observations of CIEE courses, in coordination with the Academic Director.
- Manage the submission of grades and course data to the CIEE Registrar at the end of each block or instructional period.
- Analyze student evaluations and submit data on academic experience and classroom quality control, in coordination with the Academic Director.
- Edit and maintain the “Course Readings,” advising documents provided by the CIEE Registrar to students before arrival in Madrid regarding course selection and credit requirements.
- Track and code expenses related to course instruction and materials, with guidance from and oversight of the Academic Director.
- Assist with the design and implementation of the academic components for custom and faculty-led programs.
- Foster existing professional relationships within the broader academic community in Madrid and assist with the recruitment of new faculty as necessary.
- Participate in the emergency staff-on-duty telephone rotation system.
- Other duties as assigned.

***Teaching as Core Faculty in the Open Campus Program***

- Teach three Open Campus courses (one six-week course each in the fall and spring semesters, and one four-week summer session).

- Identify venues for co-curricular visits that enrich the classroom experience; advise faculty on integrating co-curriculars into course learning objectives and activities.
- Participate in the planning and execution of overnight study tours, whose logistics are primarily organized through the Student Life Office.
- Advise students in the area of “Independent Directed Study” for the Open Campus program during the second and third blocks of the semester.

**Knowledge and Skills:**

- Teaching – Minimum two years teaching in a university environment with a student-focused approach. Demonstrated teaching experience to U.S. college students.
- Organization—Ability to reconcile statistics and handle multiple ongoing tasks and prioritize within a complex administrative environment.
- Communication with students—Strong communication skills, both written and verbal, in English, and enthusiasm about working with and giving time as motivator and educator to our students.
- Communication with faculty - Need to have the confidence, experience and soundness of judgement to provide effective communication with adjunct faculty, some of them senior scholars of standing.
- Flexibility—Must be flexible and be able to respond quickly to changing circumstances. Ability to work some weekends, and evenings, as required.
- Efficiency and sensitivity to deadlines—ability to complete detail-oriented tasks on time without sacrificing accuracy or quality.
- Language—Fluency in English and Spanish
- Technology—strong computer skills and the ability to learn new programs quickly (Microsoft Office Suite, Excel, learning management systems, student registration systems, etc.).
- Foreign study—Personal study or teaching experience in the U.S.A. is a plus.
- Education—Master’s degree (especially in any of the Global Institute academic tracks related to Language, Culture, Business, Global and Community Health, Communications, Political Science, International Relations, and Sustainability and Environmental Sciences.). PhD degree is a plus.
- Authorized to work in Spain.

To apply: Please send your CV and cover letter. Deadline: September 15, 2017 to: [cieemadrid@ciee.org](mailto:cieemadrid@ciee.org). No phone calls. Please place: “Academic Coordinator position” in the email title.

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|----------------------|---|
| New Position:        | <b>Administrative Manager (full-time)</b> |
| Department:          | CIEE Study Center – Operations            |
| Reports To:          | Center Director, Madrid                   |
| Location:            | Madrid, Spain                             |
| Expected Start Date: | October 1, 2017                           |

**Summary of Role**

The Administrative Manager (AM) executes many roles that carry out important operational and supervisory duties. The primary role for this position is to help ensure that financial reporting of Study Center accounts and expenses are timely and accurate. The manager role is also responsible for legal and general office administration tasks as the Study center transitions to the Global Institute model. Additional tasks are related to compliance of local HR practice, office maintenance and in-country visas.

**Responsibilities:**

- Monitor and report of budgetary activity to budget owners (Adaptive; NetSuite)
- Process reimbursements, accounts payable, petty cash and bank reconciliations (NetSuite)
- Manages HR and hiring processes, new hire forms, background checks (UltiPro)
- Calendar: coordinate all key GI dates and deadlines for all staff and for students in a consistent and useful format. Manage records for annual leave and employee absence
- Establish finance and staff processes for daily operations, employee events and training
- Handles local insurance compliance and acts as onsite liaison for iNext in Portland
- Manages and oversees IT facilities and maintenance of classrooms, living, special events
- Secure necessary visas and permits for students
- Supervises liaison with maintenance contractors, office repairs, renovations, fire safety code
- Assure compliance and timely reporting to in-country authorities and CIEE Portland

**Knowledge and Skills:**

- Organization—Ability to reconcile numbers and handle multiple ongoing tasks and prioritize
- Communication—Strong communication skills, both written and verbal, and be able to negotiate with vendors, official authorities, local payroll administrator and a variety of CIEE stakeholders.
- Flexibility—Must be flexible and be able to respond quickly to changing circumstances
- Efficiency and sensitivity to deadlines—ability to complete detail-oriented tasks on time without sacrificing accuracy or quality
- Language—Fluency in English and Spanish
- Technology—strong computer skills and the ability to learn new programs quickly (Microsoft Office Suite, Netsuite, Adaptive Planning, etc.).
- Financial Management— at least three year’s experience in accounting and bookkeeping; familiarity with best practices for financial compliance

- Human Resources—confident in knowledge of local HR practices and legal requirements; ability to establish HR policies compliant with Spanish law and consistent with CIEE-wide policies
- Foreign study—Personal study experience in the U.S.A preferred
- Education—BA in economics, human resources management, accounting, or equivalent experience. MBA is a plus.
- Authorized to work in Spain.

To apply: Please send your CV and cover letter. Deadline: September 15, 2017 to: [cieemadrid@ciee.org](mailto:cieemadrid@ciee.org). No phone calls. Please place: "Administrative Manager position" in the email title.

|                      |   |
|----------------------|---|
| New Position:        | <b>Student Life Coordinator (full-time)</b> |
| Department:          | CIEE Global Institute – Student Life Office |
| Reports To:          | Student Life Manager, Madrid                |
| Location:            | Madrid, Spain                               |
| Expected Start Date: | November 1, 2017                            |

**Summary of Role**

The Student Life Coordinator assist with the design and delivery of student life programming, community and intercultural engagement activities, and helps to enforce health, safety, and security procedures of the students at the Global Institute facility. The Student Life Coordinator assists with the planning and delivery of experiential learning opportunities such as extra-curricular events, day-trips, and overnight Study Tours. The SLO staff also ensures student access to healthcare providers and establishes preventative and responsive measures and protocols to ensure housing safety and compliance with behavior requirements. The role will also act as an on-site coordinator for the Summer Alcalá program (May to July), in conjunction with the academic department.

**Primary Responsibilities:**

- Assists Student Life Manager in the delivery and operation of the Student Life Office
- Track process for logging student travel, absences from program
- Assists Academic staff in logistical support of study trips, co- and extra-curricular activities
- Organizes interest groups, recruits and manages local student “Buddies” to assist with activities
- Develop internship and volunteer opportunities for community engagement
- Works with facilities to ensure preparation and set-up of student activities and special events
- Pre-departure mailings to students: edit and ensure timely updates and distribution of program documents.
- Recruits and screens homestays and student apartments; security checks with CO2 alarms
- Responsible for housing check-in/out
- Assists Student Life Manager in assigning student and faculty housing
- Coordination of housing among Global Institutes for multisite students, in conjunction with Global Institute administration
- Participate in the emergency staff-on-duty telephone rotation system
- In coordination with academic department, act as on-site coordinator during Summer Alcalá program (typically May to July)
- Other duties as assigned

The Office of Student Life has responsibility for the following areas:

- Implement and operate health, safety, and security procedures to ensure staff ability to respond to medical and other emergencies, document and report incidents, and coordinate urgent notifying and locating of all students in accordance with CIEE policies.
- Formulate and execute a strategy for community engagement, activities, and events to connect participants to Madrid and its metropolitan area broadly.

- Plan and deliver public and internal events, including the Global Institute Lecture Series (GILS), with an objective to advance the academic and cultural goals of the Global Institute programs.
- Coordinate the planning and execution of excursions, day-trips, and study-tours; provide logistical support to faculty-led co-curricular activities.
- Maintain a network of medical and psychological support resources and coordinate delivery of care to participants as needed.
- Enforce housing and program rules; manage student disciplinary process.
- Conduct orientations for each block/session (online pre-departure, onsite arrival week, and continuing cultural and residential orientation); organize farewell events.
- Manage visa and registration processes with local authorities, in coordination with the administrative manager.
- Recruit, train, and supervise local Madrid student “Buddies” (residential in shared apartments and nonresidential, who assist in providing cultural programming, Spanish “Language Exchange” activities)
- Develop and maintain network of homestay families (for semester/summer program students as well as weekend homestays) and ensure compliance with CIEE Homestay policies.
- Facilitate student activities and interest groups.
- Edit weekly online community newsletter; maintain CIEE Madrid social media networks and web site; manage content for external and internal audiences.

**Knowledge and Skills:**

- Student Services — demonstrated familiarity with the social and behavioral culture and pressures of U.S. college life, particularly in a study-abroad context.
- Cultural programming - Extensive, “insider” knowledge of Madrid and its cultural resources is essential
- Organization—Ability to handle multiple ongoing tasks and prioritize
- Communication—Strong communication skills, both written and verbal, with effective public speaking and presentation skills. Must have a strong customer service orientation.
- Flexibility—Must be flexible and be able to respond quickly to changing circumstances. Ability to work some weekends, and evenings, as required.
- to deadlines—ability to complete detail-oriented tasks on time without sacrificing accuracy or quality.
- Language—Fluency in English and Spanish
- Technology—strong computer skills and the ability to learn new programs quickly (Microsoft Office Suite, Salesforce, Canvas learning management system, Polaris student information system, etc.).
- Confidentiality – Discretion with privacy of student and health and safety data is a must
- Foreign study— study experience on a U.S. college campus is a plus
- Education— university degree in a relevant discipline (counseling, education, psychology, sociology, etc.) or significant relevant work experience.
- Authorized to work in Spain.

To apply: Please send your CV and cover letter. Deadline: September 15, 2017 to: [cieemadrid@ciee.org](mailto:cieemadrid@ciee.org). No phone calls. Please place: “SLO Coordinator position” in the email title.

|                      |  |
|----------------------|--|
| New Position:        | <b>Student Life Manager (full-time)</b>      |
| Department:          | CIEE Global Institute – Student Life Office  |
| Reports To:          | Center Director, Madrid                      |
| Location:            | Madrid, Spain                                |
| Expected Start Date: | September 15, 2017 (no later than October 1) |

**Summary of Role**

The Student Life Manager is responsible for design and delivery of student life programming, community and intercultural engagement activities, and establishing and enforcing procedures to maintain the health, safety, and security of the students at the Global Institute facility. The manager oversees the staff of the Student Life Office (SLO) that facilitates cultural integration between students and the broader community in Madrid and coordinates (with the Academics Department) the planning and delivery of experiential learning opportunities such as extra-curricular events, day-trips, and overnight Study Tours. The SLO staff also ensures student access to healthcare providers and establishes preventative and responsive measures and protocols to ensure residential safety and compliance with behavior requirements.

**Primary Responsibilities:**

- Manage Student Life Office staffing, services, and procedures.
- Implement and operate health, safety, and security procedures and management systems to ensure staff ability to respond to medical and other emergencies, document and report incidents, and coordinate urgent notifying and locating of all students in accordance with CIEE policies.
- Formulate and execute a strategy for community engagement, activities, and events to connect students to Madrid broadly.
- Coordinate visa and registration processes between students and local authorities, in conjunction with the administrative manager.
- Participate in the emergency staff-on-duty telephone rotation system

Additionally, the Student Life Manager assumes responsibility for the operations of the Student Life Office, including:

- Implement and operate health, safety, and security procedures to ensure staff ability to respond to medical and other emergencies, document and report incidents, and coordinate urgent notifying and locating of all students in accordance with CIEE policies.
- Formulate and execute a strategy for community engagement, activities, and events to connect participants to Madrid and its metropolitan area broadly.
- Plan and deliver public and internal events, including the Global Institute Lecture Series (GILS), with an objective to advance the academic and cultural goals of the Global Institute programs.
- Coordinate the planning and execution of excursions, day-trips, and study-tours; provide logistical support to faculty-led co-curricular activities, in coordination with the Academic department.

- Maintain a network of medical and psychological support resources and coordinate delivery of care to participants as needed.
- Enforce housing and program rules; manage student disciplinary process.
- Conduct orientations for each block/session (online pre-departure, onsite arrival week, and continuing cultural and residential orientation); organize farewell events.
- Manage visa and registration processes with local authorities, in coordination with the administrative manager.
- Recruit, train, and supervise local Madrid student “Buddies” (residential in shared apartments and nonresidential, who assist in providing cultural programming, Spanish “Language Exchange” activities)
- Develop and maintain network of homestay families (for semester/summer program students as well as weekend homestays) and ensure compliance with CIEE Homestay policies.
- Facilitate student activities and interest groups.
- Edit weekly online community newsletter; maintain CIEE Madrid social media networks and web site; manage content for external and internal audiences.
- Other duties as assigned.

**Knowledge and Skills:**

- Student Services Experience — Minimum of three years of student services experience with demonstrated familiarity with the social and behavioral culture and pressures of U.S. college life, particularly in a study-abroad context.
- Cultural programming - Extensive, “insider” knowledge of Madrid and its cultural resources is essential
- Organization—Ability to handle multiple ongoing tasks and prioritize
- Communication—Strong communication skills, both written and verbal, with effective and persuasive public speaking and presentation skills. Must have a strong customer service orientation.
- Flexibility—Must be flexible and be able to respond quickly to changing circumstances. Ability to work occasional weekends and evenings, as required.
- Efficiency and sensitivity to deadlines—ability to complete detail-oriented tasks on time without sacrificing accuracy or quality.
- Language—Fluency in English and Spanish
- Technology—strong computer skills and the ability to learn new programs quickly (Microsoft Office Suite, Salesforce, Canvas learning management system, Polaris student information system, etc.).
- Confidentiality – Discretion with privacy of student and health and safety data is a must
- Foreign study— study experience on a U.S. college campus is a plus
- Education— university degree in a relevant discipline (counseling, education, psychology, sociology, etc.) or significant relevant work experience. Additional certification in cross-cultural learning is a plus.
- Authorized to work in Spain.

To apply: Please send your CV and cover letter. Deadline: September 11, 2017 to: [cieemadrid@ciee.org](mailto:cieemadrid@ciee.org). No phone calls. Please place: “SLO Manager position” in the email title.