



Arcadia University Barcelona Center

Student Life and Support Services Coordinator (SLSSC)

The College of Global Studies Barcelona Center, a US international educational organization located in Barcelona, is seeking a full-time Student Life and Support Services Coordinator for its Study Abroad program. Arcadia University, founded in 1853, is a leader in American education abroad.

The position is primarily involved with providing students with information about the city and the region, organize cultural and educational activities for the students, ensuring the well-functioning of fieldtrips (daytrips, overnight trips and guided tours), as well as working side by side with the Associate Director of the Center in whatever needs may arise. The position also requires tending a 24-hour emergency phone which rotates among the staff (typically a week a month). This position reports to the Associate Director of the Barcelona Center.

The primary tasks of this position are the design and implementation of cultural and co-curricular activities for the Arcadia University students. This will be carried in consultation and direct coordination with the Associate Director and the Academic Director. In addition, this position plays a critical role in student life and support services by counseling and advising students on their adjustment to Barcelona and ensuring their welfare and success in student life and housing integration.

Requirements:

- The candidate must have native or near-native fluency in English, Spanish and Catalan, in both speaking and writing. The candidate will have to write daily in English and must be in command of the appropriate tone when addressing Arcadia University officials, visitors, partners, students, etc.
- Extensive knowledge of life in Barcelona and travel experience in Catalonia and the rest of Spain.
- Bachelor's degree required, Master's preferred.
- Some knowledge about American students' idiosyncrasy and a genuine interest in American culture a must.
- Word processing and Internet skills, fluent knowledge of social media management (Facebook, Blogs, Pinterest, etc.) some basic graphic design skills (preparation of signs for students informing of excursions, powerpoints, etc.) essential.
- Outgoing, friendly and expansive personality.
- Ability to follow instruction.

- Ability to multi-task.
- Excellent attention to detail.
- Demonstrated maturity and the ability to remain calm in times of crisis or intense programming

Work Conditions:

The candidate must be able to perform emergency response duties as described in the responsibilities section below. The candidate must also be flexible with working hours, as the SLSSC will engage in field trips and overnight trips that require the staff member to be away from Barcelona. There are also clear peaks in activity during the semester (orientation and closing of the semester) where the job's regular schedule extends ostensibly. The SLSSC may also be required to travel internationally on occasion (within Europe/ Morocco and occasionally to the United States for training).

Personal experience of undergraduate life on a US campus is a plus.

Student Coordinator Responsibilities:

Programming and Programs administration (40%)

- Preparation and implementation of student orientations in collaboration with Center staff
- Design and implementation of cultural activities (excursions in the city of Barcelona and other parts of Catalonia)
- Coordinating and managing all logistic aspects of the aforementioned tasks (booking restaurants, transportation, making payments, etc.)
- Working in close collaboration with the Associate Director and Academic Director in the design and implementation of such activities.
- Preparation and development of cultural travel programs for the students every semester (book buses, hotels, restaurants, guides, sightseeing, etc)
- Accompany the group on the program field trips and excursions and be completely in charge of student welfare, the solution of any logistical problem, and resolution of any lower-level emergencies.

Advising, Student Life and Housing Adjustment (35%)

- Inform students about cultural activities and provide recommendations on how they might best enjoy their experience, advising them about volunteering organizations, linguistic interchanges with Spaniards, cultural reimbursements, and administrating the Arcadia Facebook web page.
- Hold regular office hours and respond to questions and needs of students during those hours.
- Check and ensure the availability of the type of accommodation chosen by the student prior to arrival.
- Visit families, apartments and residence periodically to ensure student welfare.
- Liaise families with students according to their selection
- Assist families with concerns about students.

- Assist the student in case of doubts, conflicts, or problems at home. Raise serious housing issues to the attention of the Housing Officer.
- Facilitate changes to the student's housing arrangement when approved by the Academic Director according to CGS's housing policies.
- Orient the student in order to ensure a smooth arrival and stay in the family / apartment or residence.
- Prepare housing materials (maps, information about public transportation, supermarkets, pharmacies) to inform about the apartment and area where they will live as well as to facilitate their adjustment.
- Orient students around the area where they'll be showing the main services they will have available around their house (shops, supermarkets, medical facility, gyms, etc.).
- Support students in maintaining their health and well-being by arranging doctor's visits and referrals to resources .

Office Administration and Support (15%)

- Greet visitors, answer the telephone, and respond to email.
- Perform daily management of the office
- Make photocopies; prepare documents and files, cultural activities and trips.
- Run errands outside the office (i.e. go to mail, bank, supplies, to stationery, etc.)
- Prepare print and electronic handbooks, newsletters and information flyers and resources as needed to support the Center and its activities
- Support Center staff with budget management and accounting
- Support Center staff with other duties upon request

Emergency Response (10%)

- The SLSSC is to be available to answer calls from potential students by phone and/or take necessary action when needed.
- When on-call duty, attend the emergency cell phone over the weekend as well as bank holidays, 24 hours a day. The rota is to be shared with the staff.
- In case of a serious crisis while the HC/AA is off duty, the Director may request her assistance.

See examples below:

- Take the student (s) to the doctor / hospital, police station, pharmacy, etc.
- Perform the necessary steps required to solve the problem of student(s)
- Maintain contact with the Associate Director and consult with them when necessary.

Salary and benefits:

The annual salary for this is commensurate with the position 's profile and responsibilities.

Candidates are invited to submit their CV along with a personal statement letter and two letters of recommendation (all documents in English) to Dr Jaume Gelabert, Academic Director for Spain and Cuba programs (gelaberj@arcadia.edu) and Ms Sílvia Serra, Associate Director, Barcelona Center (serras@arcadia.edu). It is strongly encouraged that only candidates who meet all the criteria apply.

Interviews will take place at the Arcadia University Barcelona. The interview will be conducted by Dr Gelabert and Ms Serra in English, Spanish and Catalan. Knowledge of the city shall be demonstrated.

The appointment is for one year (renewable).