New Position: Program Coordinator, Global Navigator High School Study Abroad
Department: CIEE Global Institute – High School
Location: Madrid, Spain
Direct Reports To: Senior Coordinator, Madrid, Spain
Job Location: Global Institute, Madrid, Spain
Expected Start Date: January 2nd, 2019 (no later than January 14th)
End Date: August 31st, 2019 with possibility for extension

Summary of Role
The Program Coordinator works closely with the Senior High School Coordinator as a link between CIEE students, local host families and high schools, the Portland office and Madrid authorities. The Program Coordinator supports the host family program at the Global Institute as well as mentor adolescent participants. The position helps the onsite Senior Coordinator to plan and organize programs and activities in advance of student arrivals, carry out important operational duties regarding housing, legal status/health and safety during the academic year and summer months while students are on site.

Responsibilities/General Duties
• Assists the Senior Coordinator with the communication with High School staff in Portland
• Provides administrative material needed for housing (e.g. host family placement form, school placement form, school visa letter, CIEE visa letters, presentation letter and photos, other notarized documents, participant questions regarding school placements or specific activities participants may want to do while in the program).
• Assist with the implementation the logistics for start date arrival and end of program departure, including temporary accommodation and local pick up/transport transfers if needed
• Assists in student arrival orientation and works as local contact for participants once they are on site
• Help to implement appropriate orientation activities, fieldtrips and other co-curricular programs
• Participate in the determination of program requirements and the selection criteria for participants who are minors.
• Advise participants on their academic programs and monitor participant issues that affect their academic performance or class attendance.
• Communicate to participants applicable codes of conduct and the consequences of non-compliance.
• Monitor independent travel requests and natural parent permission, in coordination with Portland office
• Arrange language assessment testing at end of program (where applicable)
• Manage and distribute student meal stipends (where applicable)
• Plan and manage all logistics and reservations of the cultural activities (e.g. entrance tickets, transport, guides in the native language) as well as the weekend excursion
• Coordinate all student transportation (if a program requirement)
• Hold regular and well-publicized office hours for participants at the Global Institute
• Collaborate with other study centers and staff in the region as directed
• Host or coordinate hosting of periodic site visits from sending institutions and present CIEE high school programs appropriately.
• Participate in the Madrid emergency staff-on-duty telephone rotation system

**Health and Safety Duties:**

• On an ongoing basis obtain current and reliable information concerning health and safety risks of the local environment for minors, including changes in Madrid community legislation, program-sponsored accommodations, events, excursions, and other activities. Report this information to the Student Life Manager.
• Ensure implementation of CIEE policies and health, safety and security practices, including proper reporting:
  o Conduct the ECHO test reporting system and report results to the Student Life Manager
  o Address bad behavior, tardiness, and rule violations. Report issues to Portland office through online database
  o Coordinate with Student Life Manager and CIEE Support in Portland to manage escalated student issues
  o Manage independently any low-to mid-level health, safety, security issue including student/Program Leader illness, socio-emotional and behavioral issues, and student discipline cases.
  o Regular meetings with CIEE on site staff (in-person and virtual) related to expenses, student behavioral issues, and other issues.

**Homestay and Housing Duties**

• Help the Senior Coordinator manage the relationship with host families as well as reach out to new ones to expand and promote the program
• The Coordinator visits homestays for screening of student placements and completes the necessary documentation for successful living experiences with host families

**High School Abroad Duties**

• Help the Senior Coordinator manage the relationship with high schools as well as reach out to new ones to expand and promote the program
• Visit High Schools and attend parent association meetings if appropriate to recruit homestays and promote the program
• Assist with high school enrollment registration for HSA participants, including the collection of required documentation, in coordination with the Portland office, local notary and/or government agencies.
• Help to arrange tutors and tutoring sessions for students
• Manage local arrangements for students completing on-site testing by third party providers (PSAT, SAT, Princeton review, DELE, Instituto Cervantes Language Testing, etc.)
**Gap Year Abroad Duties**

- Help to coordinate orientation arrival, housing and calendar of activities with Student Life Office
- Arrange for language classes at the Study Center or local language school
- Assist with all pieces of the host family placement process for GAP students

**High School Summer Duties**

- Plan and conduct regular meetings with summer staff and all Program Leaders throughout the 3-week program (Global Discovery) or 4-week program (Language & Culture)
- Be the local point person for the HSSA program leaders; complete evaluation form of PL performance

**High School Housing Duties**

- Meet regularly with the Senior Coordinator and the Student Life Office to review the homestay data base, its administration and discuss and implement a strategy to expand local homestays.
- Visit current homestays and attend parent association meetings if appropriate, in coordination with the High School Coordinator to verify annual health and safety checks
- Help manage and administer homestay registration for CIEE participants, including the collection of required documentation, in coordination with the Portland office, local notary and/or government agencies
- Work with the Senior Coordinator and Student Life Office to identify, interview, and conducted background checks on potential host families for high school programs
- Upload host family documentation to online database
- Keep track of compensation schedule and bank information for homestays and submit compensation requests to the Student Life Office
- Lead host family orientation to explain housing rules, program expectations, student profile, etc.; for HSSA, lead orientation with the lead language instructor and explain to host families the role they play in out-of-classroom learning
- Document host family attendance in online database
- Reach out to students and host families -by phone- at least once a month in order to maintain a good level of communication and successfully monitor program satisfaction. Properly document these contacts in a database.
- Respond to host family questions regarding the supervision of the high school participant
- Reach out to students or host families in case of absences or student conduct issues

**Knowledge and Skills:**

- **Organization**—Ability to handle multiple ongoing tasks and prioritize
- **Communication**—Strong communication skills, both written and verbal, and be able to communicate to multiple audiences
- **Interpersonal**—Strong interpersonal skills with ability to communicate an interest in working with U.S. American high school students, faculty, etc.
- **Flexibility**—Must be very flexible and be able to respond quickly to changing circumstances. Must have a high tolerance for ambiguity.
- **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, Polaris, etc.).
• Foreign study—Personal study experience in the U.S.A preferred
• Previous teaching experience and working with adolescents strongly preferred
• Education—BA or the equivalent experience.
• Must be authorized to work in Spain

The High School Coordinator is a temporary, full-time position, contract including sixteen days of paid vacation. Working hours are Monday through Friday from 9.00 to 17:00. There are twelve overnight excursion days, mostly on weekends. These are compensated with adequate recovery time. Some orientation programs are held in other cities, such as Seville. The applicant must have their own car and valid driver license as some local meetings take place at schools and host families in the Comunidad de Madrid area with no regular public transport access. Such car travel is compensated.

To apply: Please send your CV and cover letter (in English or Spanish) with an email subject heading line: High School Position and your First and Last Name to cieemadrid@ciee.org. Successful job applicants will be contacted for an interview by no later than December 14. No phone call inquiries.