

CEA Barcelona is searching for an **On-Call Assistant**

POSITION SUMMARY

This position entails assisting students who dial the CEA emergency service number during the weekend. This person should assist students in pointing out possible resources /course of action and accompanying students in any given emergency situation that they cannot handle on their own. He/she will offer informed support and will handle cases following CEA On-call protocols. The on-call assistant should be on duty from Friday at 4:00pm until Monday at 8:30am.

This position reports to Student Affairs Advisor and the Program Director.

RESPONSABILITIES

- Carry emergency phone at all times and answer immediately any phone call at any time of the day
- Make sure that cell phone coverage is available at all times
- Have reliable access to Internet and e-mail
- Provide quality service to students by remaining calm in any given situation and assisting them in finding effective solutions / alternatives to any problem
- Assist students in person when incident requires further assistance
- Provide detailed written report of all incidents occurred during any given weekend at 8:30 o'clock Monday
- Maintain a professional and assertive tone while showing empathy and compassion for students distress
- Immediately report and escalate any extraordinary, extreme situation that may arise
- Attend all trainings related to student Health & Safety related issues

OTHER DUTIES / TASKS

- Undertake any training that might be relevant for the job as indicated by CEA
- Work on punctual report or protocol writing

REQUIRED QUALIFICATIONS

- Trilingual English, Spanish and Catalan a must
- Be very familiarized with the city of Barcelona
- Knowledge of public local services and hospitals
- Ability to work independently
- People skills, ability to empathize and connect with students
- Ability to make decisions based on established protocol
- Reflective sound judgment and problem-solving skills
- Ability to react quickly and purposefully to emergency and unanticipated circumstances in a calm manner
- Effective verbal and written communication skills
- Familiarity with USA culture a plus

JOB OFFER:

Competitive salary, based upon experience and qualifications

Interested please send CV and presentation letter to: lsalvado@ceastudyabroad.com

Interviews will be schedule in August