**Job Title:** Housing Advisor

**Dept:** Housing

**Reports to:**
- Senior Housing Advisor &
- Program Director

**POSITION SUMMARY:**

Study Abroad Program is searching for a Housing Advisor starting on end August 2019. This person will assist in all aspects involved in students’ lodging: housing search, maintenance issues, disciplinary cases, custom service and student support. This person will also attend and guide students during Academic and Cultural Activities and excursions, as well as help students become familiar and adapt to the new culture, participating and promoting all initiatives that enhance student’s connectivity and outreach.

**GENERAL DUTIES/RESPONSIBILITIES:**

- Responsible for the good quality of our student housing service
- Provide day to day attention to students
- Manage and supervise apartment maintenance issues
- Report damages and keep track of incidents
- Manage student’s disciplinary issues and complaints
- Ensure quality and celerity in maintenance issues with vendors
- Perform apartment follow up visits
- Attend and guide students during assigned excursions and activities
- Help and participate in all aspects involved in students’ arrival and orientation
- Help student services department develop new projects and initiatives
- On Call service after office hours as assigned

**REQUIREMENTS:**

- University Degree
- Near native written and oral English & Spanish
- Excellent administration and communication skills
- Previous experience working in customer service, in the accommodation field preferably
- Mature, resourceful, out-going and assertive
- Proactive, flexible and able to work under pressure
- Team player
- Organizational skills
- Knowledge of the city
- Must be legally authorized to work in local country
- Experience in studying/living abroad a plus
- Experience working in an international environment (with US college students preferred)
- Solid computer skills

**WORKING ENVIRONMENT:**

- Working in the Study Center in the center of the city
- Travel as required for students excursion and around the city for activity locations

**SALARY:**

A competitive salary, based upon experience and qualifications. Interested please send CV and presentation letter to: lsalvado@ceastudyabroad.com