New Position: Resident Assistant  
Department: CIEE Global Institute  
Direct Reports To: Manager, Student Life Office  
Job Location: Global Institute, Madrid, Spain  
Application Deadline: July 19th, 2018  
Expected Start Date: August 5, 2019  
End Date: May 30, 2020

Summary of Role

The Resident Assistant (RA) serves as a liaison between CIEE Global Institute Madrid staff, the student residents and a local apartment provider. The Resident Assistant communicates and enforces housing policies, contributes to a safe and secure environment, and serves as a cultural ambassador to U.S. college students. The RA also lives in student accommodation and helps the onsite Student Life Office staff with the welcome and arrival program.

Responsibilities/General Duties

• In coordination with the Student Life Office, the position helps and conducts student orientation activities, group icebreakers and airport pick up.
• Ensure that rooms and apartments are clean and ready to receive students.
• Maintain accurate accommodation check in /check out protocols.
• Know and enforce CIEE student housing rules and best practice of shared living experience.
• Lead regular follow up visits in coordination with the SLO assistant.
• Manage any shared living issues in the student apartment and ensure maintenance problems are solved in a timely manner, in coordination with the apartment provider and the SLO assistant.
• Participate in a health and safety training and stay alert to student behavioral concerns or housing issues by being fair, consistent, equitable, and communicative.
• Follow the CIEE health, safety and security protocol and provide support in cases of emergency.
• Escort students to medical care providers where necessary.
• Communicate and coordinate regularly with the Student Life Office Manager regarding student well-being, housing maintenance and apartment provider services.
• Develop positive professional relationships with students by helping them in their practical adjustment to life in Madrid and creating an atmosphere of respect and support.
• Lead cultural activities and events of CIEE Madrid programs.
• Communicate and coordinate regularly with the Student Life Office regarding student well-being, behavior or any incidents occurred during the activities.
• Complete basic administrative tasks (for instance, creating name lists, nametags, photocopying, etc.) in support of the student orientation, activities and excursions.
• Collaborate with the Student Life Coordinator with the use of social media accounts, such as Facebook, with regular updates of onsite activities with photos/or videos and the education experience of CIEE students in Madrid.
• Available for regularly scheduled times each week, to advise students and take care of housing issues for up to 10 hours per week as assigned by the Student Life Office (e.g. planning and accompanying students on extra-curricular activities in Madrid)
• Additional duties as assigned by the Student Life Office Manager.

Knowledge and Skills:
• Customer Service: Experience in customer service, tourism/hospitality and/or student services. Possess a positive attitude to help others and share a passion for working as a part of multicultural team.
• 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 and must demonstrate empathy and patience when dealing with students.
• Flexibility: Must be flexible and be able to respond quickly to changing circumstances. Ability to work some weekends, and evenings, as required.
• Technology—Must have basic computer skills and knowledge of Microsoft (Word, Excel).
• Language—Fluency in English and Spanish. B2/C1 level strongly preferred.
• Confidentiality – Discretion with privacy of student health, safety and security data is a must.
• Foreign study—Past experience in residential life and/or living/studying/working abroad in the U.S. is a plus.
• Education—Undergraduate university degree (or near completion).
• Authorized to work in Spain.

Working Conditions

The Resident Assistant is a part-time stipend contract (“en especie”) position. RA accommodation is in a single room of a student apartment that also includes a shared bathroom, shared kitchen facility, paid utilities (such as cleaning of common spaces, WiFi/internet, water, electricity). Meals are not provided. No housing curfew. Working hours are flexible and will be typically assigned from Monday to Friday. Some weekend and overnight travel.

To apply:
Please send your CV and cover letter (in English or Spanish). Put “Resident Assistant” plus your name and last name in the email subject line to cieemadrid@ciee.org. No phone call inquiries.

Submission deadline: July, 19th 2018. All finalists who are selected for an interview will be contacted by no later than July 23rd.