New Position: Student Life Assistant (full-time)
Department: CIEE Global Institute – Student Life Office
Direct Reports To: Manager, Student Life Office
Job Location: Global Institute, Madrid, Spain
Application Deadline: July, 12, 2018
Expected Start Date: July 29, 2019
End Date: August 31, 2020 (with possibility for extension)

Summary of Role

The Student Life Office Assistant assists with the design and delivery of student life programming, community and intercultural engagement activities, and helps to enforce health, safety, and security procedures of the students at the Global Institute facility. The SLO Assistant also assists with the planning and delivery of experiential learning opportunities such as extra-curricular events, day-trips, and overnight Study Tours. The SLO staff also ensures student access to healthcare providers and establishes preventative and responsive measures and protocols to ensure housing safety and compliance with behavior requirements. The SLO assistant is responsible for the housing within the Global Institute, communicates and enforces housing policies and contributes to a safe and secure environment.

Responsibilities / General Duties

- Assists Student Life Manager in the delivery and operation of the Student Life Office.
- Coordinate the planning and execution of excursions, day-trips, and study-tours; provide logistical support to faculty-led co-curricular activities.
- Works with facilities to ensure preparation and set-up of student activities and special events.
- Conduct orientations for each block/session (online pre-departure, onsite arrival week, and continuing cultural and residential orientation); organize farewell events.
- Develop internship and volunteer opportunities for community engagement.
- Assists Student Life Manager in assigning student housing.
- Coordinates housing among Global Institutes for multisite students.
- Responsible for housing check-in/out process including site debts.
- Problem resolution in housing issues.
- Oversee apartment placements and change requests.
- Coordinate Resident Assistant’s follow up visits with students to shared apartments.
- Coordinate homestay changes, apartment maintenance requests, issue minor warnings (e.g. noise complaints)
- Assist in coordinating apartments/homestays visits, recruitment and contracts.
• Pre-departure tasks: edit and ensure timely updates and distribution of program documents (Housing assignments, Orientation information, Homestay and student housing contracts, Housing application update)
• Develop and maintain network of homestay families (for semester/summer program students as well as weekend homestays) and ensure compliance with CIEE Homestay policies.
• Participate in the emergency staff-on-duty telephone rotation system
• Other duties as assigned

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 Student Life Assistant can ideally start working on July 29th. Working hours will typically be Monday to Thursday from 10:00am to 6:00pm, Fridays from 10.00am to 3.00pm. Some weekend and overnight travel. The CIEE Madrid Global Institute is closed on official holidays. Work authorization in Spain is required for this position.

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

Submission deadline: July, 12, 2019. All finalists who are selected for an interview will be contacted by no later than July 16th.