PROGRAM ASSISTANT, Teach in Spain-Madrid

A nonprofit, non-governmental organization, CIEE is the world leader in international education and exchange. For 65 years CIEE has helped thousands of people gain the knowledge and skills necessary to live and work in a globally interdependent and culturally diverse world by offering the most comprehensive, relevant, and valuable exchange programs available. Serving over 300 U.S. College and University consortium members, CIEE operates sixty study centers in over forty countries that support study abroad programs for over 6,000 students annually. In addition, as the largest sponsor for U.S. Department of State J-1 Visa programs, CIEE helps nearly 25,000 international students participate in U.S. based exchange programs annually. CIEE programs and services span study abroad, teach abroad, international faculty development seminars, and inbound exchange study, work, and internship programs for today’s high school and university students, professionals, and educators.

We strive to lead a robust community of international program providers and sponsors through innovation, exemplary service and exceptional efficiency. Our success depends on having the very best professionals. CIEE is committed to recruiting and retaining the best people in the industry, particularly those who are passionate about international education, are self-starters with high levels of energy and autonomy, and are dedicated to exceed expectations in every challenge.

Summary of Position:
The Program Assistant for Teach Abroad in Spain is primarily responsible for ensuring proper function of the Teach in Spain volunteer program in Castilla La Mancha and for assisting with the Teach in Spain program in the Madrid area. He/She will work closely with the Manager for Teach Abroad Programs and the Teach Abroad Program Coordinator to promote, prepare for, and carry out all aspects of the Teach in Spain program. He/She will be responsible for specific responsibilities prior to arrival, during orientations, and during the academic year. The Program Assistant will assist with communication and negotiation between CIEE, government
The Program Assistant will help coordinate the in-country services to more than 400 program participants annually. The job will require intensive preparation for and execution of placement, orientation, and support of all Teach in Spain participants in the Madrid area and Castilla La Mancha. In addition to these Teach Abroad-specific responsibilities, the Program Assistant will assist with a range of general administrative and support tasks in the CIEE Madrid study center. While the Program Assistant reports to the Manager of Teach Abroad Programs, He/She will also receive direction from the Program Coordinator and the CIEE Study Center Director.

**Primary Responsibilities to CIEE Teach Abroad:**
- Work as a liaison between the participants, government officials, schools, and CIEE head office.
- Organize and administer orientations, including workshops on living in Spain, intercultural development, classroom management. Assist with walking tours, sightseeing, and cultural activities. Reserve appropriate hotel accommodations, meeting space, and restaurants for group meals.
- Perform participant check-ups by telephone and email as needed and provide necessary support to participants.
- Assist with the maintenance of CIEE’s relationship with government and private-sector partners
- Promote program by posting content to social media, such as Facebook and Instagram
- Perform school site visits as necessary
- Cooperate with the Coordinator of Teach Abroad programs with enrollment assistance when necessary as well as adhere to the administrative calendar for each departure/arrival (assist/ease the flow of information from Spain to the head office)
- Assist with updating CIEE Teach in Spain handbook and other pre-departure materials as needed.

**General Responsibilities at CIEE Madrid Study Center**
- Complete reception desk duties, primarily to meet and greet students, host families and visitors to the Study Center
- Direct students and visitors to proper staff member depending upon issue at hand
- Collect receipts and organize monthly payment records for Teach and Study Center program events and activities, in collaboration with the Center Director
- At times, when there is a high volume of participants or special sessions running (such as summer or customized programs), this role may be asked to perform airport pick up or departure duties as well as hotel check-in and check-out.
- Act as in-country emergency contact for participants, participating in a
CIEE emergency cell phone network with pre-scheduled rotational shifts

Accountability:
• Support Program Manager and Coordinator to ensure the efficient and effective operation of the Teach in Spain program.
• Assist with maintenance of relationship with Ministry of Education and Madrid Department of Education
• Representing CIEE with integrity, accuracy, and in the spirit of its mission.
• Responding in a timely manner to all questions, issues, problems, needs of any constituents (students, host and home schools, resident staff, parents), as required/assigned.

Knowledge and Skills:
• Organization—Ability to handle multiple tasks and priorities simultaneously.
• Communication—Strong communication skills, both written and verbal, and be able to communicate to multiple audiences.
• Interpersonal—Strong interpersonal skills and ability to communicate (naturally) an interest in the students, schools, faculty, etc.
• Budgeting—Assist program coordinator with budgeting process and operate under fiscal constraints.
• Flexibility—Must be very flexible and be able to respond quickly to changing circumstances. Must have a high tolerance for ambiguity.
• Language—Advanced fluency in English and native-fluency in Spanish.
• Technology—Strong computer skills (Word, Excel, Outlook, etc.).
• Education – BA in Education, ESL, Intercultural Communication, or related field.

Experience—Teaching or international education work experience desirable. Advising and supporting participants living in a foreign country, and familiarity with the cultural adaptation process. Sales and business knowledge helpful.

Availability and Time requirements:
• Full-time position
• Applicants must have legal work permit to be employed in Spain
• Periods of intense work demands during placement and orientation periods (April-May and August-September).
• Some domestic travel required, local travel frequent

The Program Coordinator has access to all participant applications, their transcripts, and other personal information. He/She might be privy to personal and/or academic problems of participants and must respect and maintain the confidentiality of such records.

http://spain.slu.edu

SAINT LOUIS UNIVERSITY
Serious candidates please email Cover Letter and CV to: Stephen Bush, Manager of Teach Abroad programs (sbush@ciee.org). Please put “Program Assistant, Teach in Spain-Madrid” in the subject line of the email.