POSITION: Student Housing Coordinator Madrid Campus. Full-time position.

DIRECT SUPERVISOR: SUMC Director

JOB DESCRIPTION: The position coordinates student housing services. It entails constant interaction with students and housing providers, requiring strong skills in the area of customer satisfaction when interacting with students and, at the same time, efficient management of the complex logistics of housing 150+ students in 40 different locations every semester.

FUNCTIONS AND TASKS:
- General supervision of Student Housing
- Selection of host families, residences and apartments: interviews & inspections
- Housing furnishings & supplies
- Housing placements: reception of students’ profiles, preferences and housing requests; assignment of student housing
- Orientation and arrival day: info session on housing—rules & regulations, issuing keys & getting students settled
- End of term: managing student exit; venue inspection; key collection; reimbursement of housing deposits; student left luggage; housing evaluations
- Interface w/ students: infractions of contract (disciplinary); response to minor issues (repairs); roommate problems; additional housing charges, etc.
- Interface with housing providers (host families, apartment & residence owners): contract negotiation; payments; resolution of conflicts

ADDITIONAL RESPONSIBILITIES:
- Assist at Campus reception desk on rotating basis, with basic tasks (answer and screen incoming telephone calls, supervise entrance to the building, attend public, assist students)
- Be responsible for closing Campus building on designated evenings
- Handle student emergency phone on weekly rotating basis with other members of the staff
- Participate, as needed, in 4-day all-student welcome trip at beginning of fall and spring semesters

COMPUTER SKILLS AND LANGUAGE REQUIREMENTS:
- Applicant should be familiar with Microsoft Office Suite, in particular with good command of Word and Excel
- Languages: High level of English and of Spanish, both spoken and written, is a must.

SALARY: To be determined

Interested candidates should a cover letter and current CV in English to:

L. Elizabeth Baile, Director
Suffolk University Campus
Calle de la Viña, 3
28003 Madrid
Email: lebaile@suffolk.es