POSITION DESCRIPTION

TITLE: Madrid Center Student Life and Housing Coordinator
DEPARTMENT: Madrid Center, International Affairs
DIVISION: Provost
REPORTS TO: Madrid Center Program Manager

GENERAL PURPOSE:
This is a part-time position based at the USD Madrid Center in Madrid, Spain. The student life and housing coordinator position entails constant interaction with students and host families, requiring strong communication and organizational skills. The student life and housing coordinator will be required to efficiently manage the logistics of housing approximately 100 students in 40 different host families every semester. The position will also be responsible for assisting the USD Madrid Center Program Manager organizing student activities and supporting student needs, as required.

SUPERVISION RECEIVED:
The Student Life and Housing Coordinator is under the general guidance of the Madrid Center Program Manager

SUPERVISION EXERCISED:
Exercises direct and close supervision over host families and assists the Madrid Center Program Manager with front desk student workers.

DUTIES AND RESPONSIBILITIES:
As the person directly responsible for student housing in the USD Madrid Center, activities include:

• Responsibility for student satisfaction with their housing while studying in Madrid
• Selection of host families: interviews, inspections and recommendations
• Housing placements: receipt of students’ profiles, preferences and housing requests; assignment of student housing
• Orientation and arrival day: info session on housing—rules & regulations.
• Main point of contact for students and host families. Assists in resolution of minor conflicts
As a role in assisting with the USD Madrid Center reception desk:
- Provide information and be the first point of contact for those visiting the Center
- Ability to provide general knowledge about the University and the USD Madrid Center
- Maintain a positive attitude and a professional appearance
- Having excellent phone etiquette
- Providing front desk coverage / phone coverage
- Responsible for opening or closing the center on designated days

As someone interacting with all of the USD Madrid Center constituents, with a primary focus on providing overall excellent student support and assistance:
- Answering general questions from students regarding life in Madrid
- Accompanying students, when needed, to medical appointments
- Handling student emergencies with other staff members of the Madrid Center
- Ability to work some nights, weekends and holiday hours as required to attend to emergencies.

As a provider of information to students, faculty and visitors, and a member of the USD Madrid Center team will need to:
- Provide general office assistance as needed (ordering supplies, copies, translations)
- Assist in organizing students activities (travel seminar, company visits, day trips)
- Provide support as needed

QUALIFICATIONS:
- Must have personal study abroad or other international experience.
- Must have Spanish and English language proficiency.
- Type of skills required:
  A) Attention to detail
  B) Conflict resolution skills
  C) Strong inter-personal skills
  D) Sensitivity to students and host families’ needs
  E) Strong computer skills (MS Office programs, Internet)
  F) Ability to respond quickly and effectively to emergency situations.

Bachelor degree required. Must have Spanish and English language proficiency. A minimum of two years of full-time work experience required. The ideal candidate will have experience working in an international environment or personal study abroad experience. Experience working in a higher educational institution also desired.

Knowledge of and experience with:
- Proficiency with computers (MS Office programs, Internet, etc.)
• Written and verbal interactions with a variety of professional constituents including faculty, parents, visitors and partners, and other collaborators
• Effectively interacting with others from different cultures and countries

**Demonstrated performance in:**
• Working in an office setting
• Ability to assume responsibility and effectively resolve problems by exercising independent judgment in meeting challenges and implementing procedures.
• Ability to respond quickly and effectively to emergency situations
• Excellent organizational and management skills
• Ability to maintain confidentiality, make independent decisions, and provide consultative services to administrative and academic personnel
• Ability to foresee future needs and respond accordingly
• Ability to recognize the need for policy development and then develop and assist in the implementation of policies
• Ability to focus on technical details in an environment with many distractions
• Ability to shift tasks easily and to set priorities
• Ability to shift mental tasks from the minute and technical to interpersonal and creative at any given moment
• Serving as a collaborative team member with the ability to handle confidential information with tact and discretion
• Human relations and interpersonal communications
• Exercising self-initiative and creativity
• Working in a busy environment with high customer service standards
• Functioning with the high degree of autonomy
• Time management and organization of multi-tasking work requirements
• Excellent oral and written communication skills, in both Spanish and English
• Strong attention to detail
• Project or event management
• Working with diverse personalities
• Familiar and comfortable working with and advising students
• Being flexible and versatile in coping with evolving work situations
• Being able to handle the stress of last-minute deadlines and changes

Other: Spanish work permit/residence or EU passport

**Expected Hours:** 20 hours per week *required*; available during normal business hours of 8:30am-7pm, Monday-Thursday; schedule to be made in conjunction with other Front Desk Associate. Nights, weekends and holidays on an occasional basis

**Start Date:** TBD

**Specifications:** Part-time position with a minimum of 20 hours per week
Attire: Business Casual; on occasion Business Professional

TOOLS AND EQUIPMENT USED:
Computer, telephone, fax, and other related office equipment

PHYSICAL DEMANDS:
The physical demands described here are representative of those that must be met by the employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

The position requires the ability to sit, stand, walk, exercise hand and finger dexterity, visual focus, sufficient hearing for telephone usage, and articulate clearly using speech.

WORK ENVIRONMENT:
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

The work environment is primarily in an office setting. The noise level can vary from quiet to moderate depending upon circumstances at any given time.

NOTE: The duties listed above are intended only as illustrations of the various aspects of the position and the types of responsibilities that may be performed. The omission of specific statements does not exclude them from the position if work is similar, related or a logical assignment to the position. The position description does not constitute an employment agreement between employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

Interested candidates please email your resume to Lupe Burgos, Program Manager at lburgos@sandiego.edu