Study abroad in Barcelona

Several Job Opportunities

Senior Housing Advisor

Supervises and organizes the well-functioning of the housing department, guaranteeing the quality and comfort of CEA accommodation. Negotiates housing contracts, controls and supervises all housing logistics, and monitors the finances of the department.

**Housing Management**

- Coordinates and supervises the work of the housing department
- Monitor students enrollment numbers for upcoming sessions to anticipate future housing needs
- Monitor and adhere to housing budgets
- Manages housing inventory
- Responsible for searching new housing vendors and negotiate conditions
- Housing contract writing and supervision of signing procedure
- Cost control
- Supervises allocations
- Ensures maintenance issues are solved in a timely manner
- Address all incidental damage claims
- Reviews and submits all housing invoices to Program administrator
- Lead housing vendors Evaluation
- Gathers housing related statistics
- Keeps abreast of new vendors in the city and competitive intelligence regularly

**Student Housing Support**

- Liaison with Student Affairs to solve issues related to housing matters

**Other**

- Part of the Call-Staff after office hours for student emergencies
- Attend AICAP week and weekend activities and excursions as assigned

**REQUIREMENTS:**

- University Degree in Tourism, Business Administration or related discipline
• Fluency in spoken and written English & Spanish
• Minimum 2 years in similar position preferably within the field of study abroad, student accommodation, organizing events
• Proven experience managing budgets and accounts effectively
• Practical and executive individual, proven experience organizing logistics.
• Responsible and able to work with autonomy
• Strong leadership skills, ability to foster team spirit amongst team
• Skilled negotiator, capacity to identify, initiate and close commercial opportunities
• Good salesman qualities, ability maintain positive business relationships with different type of vendors
• Result and detail oriented & Good decision maker. Able to work in a fast paced environment, with the ability to react quickly and make sound decisions.
• Excellent administration, organizational and communication skills (written and verbal) & Customer service minded. Ability to understand and manage students expectations
• Strong conflict resolution skills
• Proactive, flexible and able to work under pressure
• People’s skills, positive attitude and proactive
• Solid IT and organizational skills
• Knowledge of the city and its cultural/leisure offer
• Experience in studying/living abroad
• Experience working in an international environment

**Student Affairs Advisor**

Facilitate access to medical resources and activities that promote student’s health, safety and wellbeing and help students reach their best potential while abroad. Enforce policies and code of conduct in escalated and non-escalated behavioral issues, applying disciplinary protocols when necessary. Create and implement initiatives to enhance student outreach.

**Health & Safety**

• Gathers students details, local phones and medical Information
• Manages day to day student incidents including medical appointments, hospitalizations, theft, physical assault, and mental health follow up.
• Manages relationships with local medical providers – follow up on incidents, collect students’ satisfaction and evaluate provider’s performance
• Submits and manages Insurance claim forms
• Keeps record all incidents and actions
• Keeps record and analyses relevant Health and Safety information (doctor’s visits, safety incidents)
• Organizes Health and Safety sessions and regularly updates content
Code of conduct enforcement

- Policy enforcement in all escalated issues

Student Support and outreach

- Organize activities to facilitate adaptation upon arrival
- Organize and monitor students follow up visits
- Establish first contact with potential red flag students
- Promotes healthy life style and health awareness within student population
- Keeps record and analyses relevant Student Affairs information
- Identify new needs and trends relative to student affairs. Explores new forms of student outreach

Other

- Part of the on call staff after office hours for student emergencies
- Attend Academically Culturally Integrated week and weekend activities and excursions as assigned

REQUIREMENTS:

- University Degree- Psychology, Education or related Disciplinary
- Masters in Student Affairs a plus
- Fluency in spoken and written English & Spanish
- Experience working/studying in an international environment (within US college preferred)
- Proven experience in education, coaching, counseling, teaching or training preferred
- Experience working with college age students outside of the classroom
- Demonstrated experience with conflict resolution
- Provide a positive and outstanding service to all students during every interaction
- Strong communication and interpersonal skills
- Sensitivity and flexibility in dealing with problems and situations
- Strong conflict resolution skills
- Candidate must be able to exercise sound judgment, set priorities, and a willingness to adjust as needs of the moment change
- Sensitive and sensible individual. Ability to connect with student and provide pragmatic forms of support
- Responsible and able to work proactively with autonomy
- Willingness to work with a team and accept various levels of responsibility. Responsive team player
- Ability to maintain confidentiality regarding student records
- Knowledge of the city and its cultural/leisure offer
- Must be legally authorized to work in local country
Student Services Advisor

First line of attention for students, faculty and visitors at the Study Center’s Front desk. Responsible for the good aspect and maintenance of the facilities and office supplies. Assists with the preparation and execution of students’ arrival and AICAP activities and offers administrative support to Housing and Student Affairs when necessary.

Front Desk

- Answers telephone calls and miscellaneous student’s mail
- Concierge services: Provide specific information on destinations, local resources, activities in town
- Assists teachers with material and any queries or IT issues they might have
- Designs and implements Front Desk animation initiatives (Valentines, Thanks Giving…)
- Coordinates with providers to ensure office cleanliness and well maintenance
- Centralizes order of office stationary material
- Monitors Customs procedures
- Organizes logistic and administrative support in meetings, trainings and social events

AICAP activities, logistic and administrative support:

- Assists in the organization of activities and excursions (attendance lists, bookings…)
- Helps and participates in all aspects involved in students’ arrival (airport pick-up, transfer to housing, guided tours, etc)
- Informs faculty about AICAP program so they can promote these in class
- Gathers AICAP data: attendance control and post-activity survey
- Schedules students’ Doctors’ appointments
- Collects notice of housing maintenance issues when necessary

Other

- Part of the on call staff after office hours for student emergencies
- Attend AICAP activities and excursions as assigned

REQUIREMENTS:

- University Degree
- Fluency in spoken and written English & Spanish
- Excellent administration and communication skills
- Previous experience working in customer service
- Mature, resourceful, out-going and assertive
- Proactive, flexible and able to work under pressure
- Responsive team player
- Solid IT and organizational skills
- Knowledge of the city and its cultural/leisure offer
- Experience in studying/living abroad
- Experience working in an international environment (with US college students preferred)
- Must be legally authorized to work in local country

**JOB OFFER:**

PT position 30 hours a week. Available to work some assigned weekends.

Competitive salary, based upon experience and qualifications

Interested please send CV and presentation letter to: lsalvado@ceastudyabroad