



May 2018
SYRACUSE UNIVERSITY MADRID
POSITION DESCRIPTION

Syracuse Madrid's **Student Life Program Assistant - Logistics and Student Services** provides support to Syracuse Madrid leadership. In addition to being responsible for the front-desk, the Program Assistant- Logistics and Student Services provides essential logistical support to faculty, staff, and students.

This is a 12-month position with a vacation period as scheduled by the University.

The Program Assistant-Logistics and Student Services will report to the director of Student Life.

DUTIES AND RESPONSIBILITIES:

Student services data:

- Provides general student assistance and front desk reception and mail/package services for students and visitors and transfers calls as needed;
- Inputs and updates data from TDS (internally, OrangeAbroad) to in-house database and creates uploads, and shares documents and reports as needed;
- Ensures student compliance with all OrangeAbroad "While Abroad" document requirements;
- Coordinates workstudy documentation;
- Orders and prepares materials for student arrival (e.g. transport card, pre-paid card, emergency numbers, library privileges, etc.), student documentation (e.g. *tarjeta de estudiante*, etc.) and departure (e.g. preparing to leave documents, clothing collections, etc.); and
- Maintains computer lab inventory and communicating defects or repairs needed in a timely and regular fashion.

Student services logistics:

- Develops and coordinates the co-curricular, sports, and intercultural activities;
- In collaboration with the Academic assistant-Registrar and the director of Student Life, develops the co-curricular activities calendar and the orientation schedule;
- Communicates weekly newsletter content to the Communications and Design program assistant;
- Assists in overseeing the CRP and cultural ambassadors program; and
- Keeps yearly records of activity participation and expenses.

Study tours and special events:

- Coordinates special events including, but not limited to orientation, Thanksgiving, farewell events, guest visits, workshops, staff and faculty events, etc.;
- In collaboration with faculty directors and the Academic assistant - Registrar, coordinates reservations and other logistics (storage, equipment, etc.) for study tours, and other academic trips and excursions; and
- In coordination with the academic director and the director of Student Life and in collaboration with the Student Life Program Assistant-Wellness, prepares and revises a faculty and staff manual for travel policies and procedures.

Other duties:

- Coordinates office cellular phone rotation, forwarding, etc.;
- Closes the office;
- Participates in regularly scheduled daytime meetings and professional development; and

If requested by the director of Student Life and/or the Syracuse Madrid director:

- Participates in the emergency team which includes staffing Syracuse Madrid's 24-hour emergency phone; and
- Participates in other pre-semester Signature Seminar and other activities, duties, and excursions, as assigned.

EDUCATION AND EXPERIENCE:

- Earned bachelor's degree;
- Experience working in U.S. higher-education and/or with U.S. university students;
- Life experience in and knowledge of the United States and Madrid; and
- Proven experience in study abroad preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Proven C1 or greater proficiency in spoken and written English and Spanish;
- Familiarity with Microsoft Office Suite including Microsoft Access (or other database management system);
- Familiarity with Terra Dotta Software preferred;
- Social media management knowledge a plus;
- Excellent organizational, interpersonal, and communication skills;
- Ability successfully navigate bureaucracy;
- Ability to work proactively, prioritize, and exercise sound judgment;
- Attention to detail; and
- Flexibility and ability to work under pressure.

EMPLOYMENT CONDITIONS:

- Salary commensurate with knowledge and experience;
- 10:00-18:00, Monday-Friday;
- Must be legally able to work in Spain at the time of application; and
- Must comply with all visa, work authorization, and tax-related laws and regulations as a condition of employment.

All interested and eligible candidates should click [here](#) to continue with the application process.