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| Position Title | Housing and Facilities Coordinator, Florence Programs |
| Department | CET Italy Programs |
| Location | Florence, Italy |
| Status | Full-time, two years contract |
| Supervisor | Florence Program Director, TBA |
| Start Date | December 2018 |

Description of the Organization

CET Academic Programs is a study abroad organization that has been developing and delivering innovative educational programs abroad since 1982. Originally “China Educational Tours,” CET began operations in Beijing, later expanding to other locations around the world. Today, CET offers a varied portfolio of semester, summer, and short-term customized programs around the world for college, high school, pre-college and gap year students.

CET is known for high program standards, strong academics, a nimble and collaborative approach to partnerships, and supportive student services. Through elements such as field-based course components, internships, community-based learning, and housing with local roommates, CET strives to integrate students into the local community and facilitate lasting relationships with hosts. As an environmentally conscientious organization, CET aims to adopt sustainable measures across its operations. And through its commitment to inclusion, CET seeks and encourages the participation of students from diverse backgrounds, ensuring a welcoming, hospitable program environment that promotes student learning.

Description of the Position

The Housing and Facilities Coordinator reports to the Florence Program Director. The main responsibilities associated with this position are coordination of the CET Florence housing programs and related services and facilities; supervision of housing related staff (cleaning and maintenance staff), CET facilities management. The following job description, though not exhaustive, provides more detailed information regarding the specific responsibilities associated with the position. Candidates are advised that this is a time-consuming, challenging position.

Areas of Responsibility

- Design and run each semester's housing orientation sessions in conjunction with the FPD; manage other housing related student meetings as needed.
- Find new housing accommodations (apartments and host families) when necessary.
- Handle student housing assignments and requests
- Attend to housing-related problems for students and faculty when necessary.
- Manage all program facilities including the CET Center.
- Manage and handle CET apartments tourist sublets, including check in/out, communication with guests and any other related activity
- Select and manage Italian roommates
- Develop and maintain policies and procedures on housing
- Attend group meals.
- Attend students activities and excursions when needed
- Negotiate and manage housing/properties contracts
- Handle contracts and relationships with short term rental housing companies
- Handle and manage relationships with landlords
- Handle utilities contracts
- Manage cleaning and maintenance staff
- Manage the office budget, tracking all expenditures and submitting accounting reports.
- Deal with on-site housing emergencies as they occur.
- Assist other groups/guests using CET's housing and facilities as needed.
- Assist other staff members for any event or happening at the CET center facilities
- Other tasks as assigned and needed.

Teach/Counsel

- Serve as language and culture resource to students; guide students in their pursuits, both formally and informally.
- Maintain office hours and counsel students as needed.
- Maintain student files and records.
- Be on call 24 hours per day / 7 days per week for emergencies.

Serve as Liaison

- Assist students in obtaining their Permit to Stay in Italy.
- Communicate frequently with CET's Washington Europe team. Submit mid-semester and final program reports each term.
- Submit a thorough and accurate final accounting report to the IPD at the midterm and end of the program.
- Represent student needs to CET and the host institution/partners.
- Represent CET to all on-site visitors.

- Educates the campus community about diversity and multiculturalism through offerings that highlight the contributions of minority groups, including heritage months and LGBT events.

Requirements

- Bachelor's degree
- Experience living, working, and/or studying abroad in Europe, preferably in Italy
- Fluency in Italian and English
- Knowledge of the study abroad field required; minimum of 2 years of experience working in the field of international education preferred
- Cultural sensitivity and experience working with students of diverse backgrounds
- Ability to establish and maintain positive professional relationships and communicate effectively with colleagues, students, and staff
- Excellent verbal and written communication skills and telephone demeanor
- Superior organization skills and attention to detail
- Strong time management skills; ability to manage conflicting priorities
- Ability to take initiative and use good judgement when solving problems
- Technology savvy—ease using the Microsoft Office suite and the ability to learn other platforms as necessary
- Experience with study abroad software (StudioAbroad/Terra Dotta) preferred
- Patience, flexibility, positive attitude, and a sense of humor

Salary and Benefits

- Salary commensurate with experience
- Time off and parental leave according to the Italian labor laws
- Relocating costs stipend, if applicable
- Italy Work Visa procedure, if applicable
- Travel and education-in-service opportunities

To Apply

Our company is committed to diversity, and we work hard to maintain a welcoming, non-discriminatory office culture. We welcome qualified applicants of all backgrounds to apply to our openings. It is our policy to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information or any other protected characteristic under applicable law.

Qualified candidates should submit the following:

- Résumé.
- Formal cover letter that outlines the position to which you are applying, your qualifications and experience, and where you first heard about the position.
- List of three references.

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Applications missing any of these components will not be considered.

Send application materials via email (as Word or PDF attachments) to:

Emiliana Caldarelli
Director of Italy Programs
Email: ecaldarelli@cetacademicprograms.com

Please include the job title in the subject line. Application materials must be received by **October 30, 2018**.
The successful completion of a background check is required for this position.