



Position Title	Florence Housing & Facilities Coordinator
Department	CET Florence
Status	Full-time contract (November-May)
Supervisor	Italy Programs Director
Target Start Date	November 2021

Salary & Benefits

This position is hired by CET's partner organization in Italy, Itatica Academy srl. Established in 1998, Itatica Academy specializes in operating educational programs in Italy. CET and Itatica Academy have been working together to operate study abroad programs in Italy since 2001.

If you're hired, we'll offer you a net salary starting at €1600 per month, commensurate with experience.

Description of the Organization

CET Academic Programs is a study abroad organization that has been developing and operating 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 customized programs around the world for college, high school, pre-college, and gap year students.

CET is known for strong academics, professional program management, a nimble and collaborative approach to partnerships, and supportive student services. Through elements such as field-based course components, internships, and housing with local roommates, CET strives to integrate students into the local community and facilitate lasting relationships with hosts. Through its commitment to equity and inclusion, CET seeks and encourages the participation of students from diverse backgrounds and strives to create program environments that foster critical thinking about power structures and an appreciation of difference. And as an environmentally conscientious organization, CET aims to adopt sustainable measures across its operations.

Description of the Position

The Florence Housing & Facilities Coordinator is primarily responsible for coordinating student housing for the CET Florence programs, including identifying, vetting, and securing suitable housing, communicating with landlords, agencies, and homestays, and managing maintenance and cleaning visits. This position

also manages the cleaning, maintenance, utilities, and technology in the CET Center.

The Florence Housing & Facilities Coordinator reports to the Italy Programs Director and works closely with maintenance and cleaning staff. This position also assists with program operations such as student arrivals, orientation, and activities and excursions.

Attributes of the ideal candidate are knowledge of and experience with the housing market in Florence and flexibility. Candidates are advised that this is a time-consuming, challenging position. CET is looking for a candidate willing to commit to a short-term contract (November-May), with the possibility of a contract extension dependent upon performance and CET's staffing needs in Italy.

What you'll do...

Florence Housing & Facilities Coordinator responsibilities include but are not limited to the following:

Housing & Facilities Operations, Policies and Procedures

- Identify, vet, and secure suitable student apartments and homestays
- Serve as primary contact for housing agencies, landlords, and homestays
- Manage maintenance, cleaning, utilities, and technology in the CET Center
- Work with maintenance staff to resolve maintenance issues in a timely manner
- Work with cleaning staff to coordinate cleaning schedule
- Create student housing assignments
- Adhere closely to CET policies and procedures
- Monitor budget and submit expense report

Student Advising and Support

- Maintain high level of visibility and accessibility to students via regular office hours, communication, and a welcoming demeanor
- Respond to emergencies and incidents, managing messaging and communication while collaborating with on-site and US-based staff
- Be on call 24 hours a day, 7 days a week for emergencies when necessary

Collaborating with Program Staff

- Assist with student arrivals
- Contribute to housing portion of orientation
- Assist with permesso di soggiorno process when necessary
- Attend student activities and excursions, including during evenings and weekends when necessary

Communicating with Headquarters

- Maintain close communication with headquarters regarding any student, partner, or staff issues that arise
- Utilize Terra Dotta to review student reports and file detailed incident reports
- Offer effective responses to issues identified in program evaluations
- Contribute to housing portion of the final term report, identifying challenges and suggesting solutions

We're looking for...

- Bachelor's degree
- European Union citizenship or permit to work in Italy
- Experience living, working, and/or studying abroad in Italy, preferably in Florence
- Professional experience in the housing field in Italy (at least 2 years preferred)
- Experience advising students preferred, but not required
- Fluency in Italian and English
- Cultural sensitivity and a commitment to Justice, Equity, Diversity, and Inclusion
- Ability to establish and maintain positive professional relationships and communicate effectively with colleagues, students, and staff
- Excellent time management skills and ability to manage conflicting priorities
- Ability to take initiative and use good judgement when solving problems
- Experience with Office 365 (Word, Excel, PowerPoint, Outlook, Teams) and Terra Dotta preferred
- Willingness to wear different hats and occasionally work irregular hours
- Patience, flexibility, and a positive attitude

To Apply

At ATA, we don't just accept difference, we celebrate it. We use our diverse backgrounds and perspectives to our benefit by enriching our stakeholders and ourselves. ATA is proud to be an equal opportunity workplace. We are committed to equal employment opportunity regardless of race, color, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity, Veteran status, genetic information or any other protected characteristic under applicable law. If you have a disability or special need that requires accommodation, please let us know.

Qualified candidates should submit the following materials:

- Résumé
- Cover letter

Application deadline: We encourage applicants to send their materials as soon as possible and before our final deadline on **November 1, 2021**.

Send application materials via email to jobs@academic-travel.com and include "Florence Housing & Facilities Coordinator" in the subject line. Applications missing any of these components will not be considered. The successful completion of a background check is required for this position.

To all recruitment agencies, ATA does not accept agency resumes. Please do not forward resumes to our jobs, ATA employees or any other company location. ATA is not responsible for any fees related to unsolicited resumes.