

## **Student Affairs & Housing Coordinator (m/f/x)**

IES Abroad offers more than 360+ study abroad programs worldwide for college students. We are a highly-charged force of study abroad enthusiasts. The Freiburg Center of IES Abroad, located in Freiburg i. Brg., Germany, seeks an enthusiastic, team-oriented individual to serve as part of a team of staff and faculty that delivers an interdisciplinary and unique experience to students spending a semester abroad in Freiburg.

Our mission is simple: to provide our students with the best study abroad program that suits their field of study. The Student Affairs team contributes to the academic mission of IES Abroad by providing students with the highest quality health and safety programs as well as supporting students with their personal development through intercultural experiences.

The Student Affairs & Housing Coordinator assists in all areas of Student Affairs by delivering a high standard of student support and being a first point of contact for students, with the primary responsibility of managing all student housing and assisting students with their cultural integration and community involvement.

### **Duties and Responsibilities:**

#### **Student Affairs Duties & General Program Support**

- Promote a healthy student environment and assist students in building a community each semester
- Support a group of diverse students while adhering to IES mission of Diversity, Equity & Inclusion
- Student counseling and support, daily contact to students: answer all questions they have concerning their every-day life and studies in Freiburg

#### **Housing**

- Coordinate and manage all housing for Freiburg programs, including Customized Programs
- Head strategic development & procurement of new housing opportunities
- Hire, train and manage the Housing Tutors
- Prepare housing assignments and coordinate the moving in/out processes
- Mediate and manage housing related issues in an efficient and timely manner

#### **Community Involvement & Leisure Activities (incl. IES Abroad CORE Program)**

- Advise and assist students on extracurricular and leisure activities, community involvement opportunities in Freiburg and cultural integration with host culture
- Develop and organize extracurricular activities and events for the students, including volunteering opportunities
- Coordinate and execute the CORE program, "Comprehensive Orientation & Re-Entry Experience"

#### **Student Affairs Administration**

- Coordinate the Moodle Student Affairs pages & activities
- Manage the Social Media accounts for the Freiburg programs (Facebook & Instagram)
- Manage student enrollment forms and data
- Assist with updating and revising Student Affairs materials

## **Safety & Risk Management**

- Adhere to, actively model and enforce all organization-wide and Center rules and policies
- Carry the 24/7 emergency phone after office hours including weekends and holidays on a rotating basis with others and take responsibility for the management of emergencies

## **Qualifications**

- Bachelor's degree required; Master's degree preferred
- Work experience in a related field
- Personal study abroad experience, or other international experience
- Experience with and knowledge of US culture
- Experience (personal or professional) with Diversity, Equity, and Inclusion
- Language proficiency (written & spoken) in both German and English
- High emotional intelligence and intercultural competence
- Empathy, good listening and mediation skills, discretion, and sense of humor
- Commitment to customer service and professionalism
- Talent for organizing and prioritizing multiple tasks
- Experience with group and student facilitation
- Ability to work in Germany legally

## **Other Expectations**

- Ability to travel extensively for field study chaperoning duties including weekends and holidays
- Ability to carry emergency phone on evenings, weekends, and holidays (on a shared basis)

## **Application Deadline**

Open until position is filled.

**Have we sparked your interest?** Then we are looking forward to your application including cover letter, resumé, salary expectations and the earliest possible starting date.

## **Contact**

IES Abroad Freiburg

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