

# Program Coordinator, Semester Programs

10-month, part-time

## Role description

The Program Coordinator plays a critical part in the day-to-day delivery of the program through hands-on administrative, logistical, and student support tasks. This is an entry-level, student-facing support role.

The role involves a high volume of routine, operational work (e.g., office management, documentation, activity logistics), alongside occasional situations requiring independent judgment, such as responding to student incidents or emergencies.

Success in this role will be defined by the incumbent's ability to:

- be able to independently handle routine situations and apply established protocols in more complex or urgent situations, escalating when needed
- make sound independent decisions by applying policies and procedures and using available resources
- possess a strong 'support service' orientation
- collaborate with others and work effectively in a team environment
- balance competing demands for time and prioritize workload to meet deadlines
- take initiative to plan and complete assigned work with a high level of accuracy
- work independently with minimum supervision while prioritizing workloads to meet deadlines
- work professionally with people from a wide variety of cultural and socio-economic backgrounds

## Essential Duties and Responsibilities

### Student support and engagement (50%)

- Student support
  - Provide advice, support, assistance, and referrals to resident students regarding housing, safety, travel, personal, or other concerns
  - Observe, monitor, and report student behavior in the interest of student wellbeing
  - Follow procedures to document incidents and, when necessary, write reports detailing incidents
  - Chaperone student(s) on activities taking place in or out of the classroom setting; i.e., during co-curricular activities and outings, including ability to escort students through program trips and excursions, occasionally dealing with changing weather conditions and routes (long distances, rain, heat).
  - Act as a first responder within established protocols, including escorting students to medical care and promptly notifying and coordinating with senior staff
  - Enforce community standards at all times during the course of the semester, in all areas of the SHCIC and beyond the The Social Hub gates as applicable.
- Programming and activities
  - Develop and deliver effective Orientation events, schedule, and resources
  - Develop weekly activities to encourage student integration and immersion into Italian culture and language

- Collaborate with community partners to develop programming linked to our core mission

### **Office and administrative support (45%)**

- General office support
  - Promotes a welcoming, caring, respectful environment for students, faculty, and staff
  - Responsible for routine daily office operations, including maintaining a clean, organized, and functional workspace
  - Actively manage office supplies, inventory, and restocking
  - Open and close the office in a punctual manner
- Program administration support
  - Support the improvement of processes and documentation, primarily through implementation, feedback, and administrative follow-through
  - Collaborate with staff on administrative projects
- Co-curricular programming support
  - Supporting faculty to organize day trips, including the collection of money, and in some cases, travelling with the group on location
  - Ensure resources and materials are available for program use

### **Personal project (5%)**

- Focusing on one of the Italy Center's mission pillars, design and lead a project that both meaningfully contributes to the program and aligns with your interests.

## Qualifications

### **Required**

- Degree from a regionally accredited institution of higher education
- Official test results and a minimum score of a 71 on the computer-based TOEFL or a minimum of 6.0 on the IELTS, or a minimum of a 105 on the Duolingo English Test, is required OR one year abroad in the US or in the UK/Oceania; OR Cambridge Proficiency Test (C and above).
- Italian: B1 minimum

### **Preferred**

- Experience working with American university students
- An interest in the field of international education/study abroad

## Skills

### **Required**

- The items listed under Role Description

### **Preferred**

- Experience with Google Drive (Sheets, Docs, Gmail, etc)

- Good written and verbal communication
- Experience with basic marketing tools (Canvas) and social media

## Commitment

- 20 hours per week in the office (Mon-Thu in person, 5 hours per day). Friday on call.
- Out of hours support phone duty – based on a rota that covers 24/7 of the time during the students' attendance of the program
- In presence three nights a week during dinner time
- Must reside for the duration of the contract at The Social Hub
- Occasional weekend and travel commitments
- Be present on a full time basis during Orientation activities
- Holiday schedules must be organized around opening and closing of the Center
- Remote work will be considered when students are away

## Work Authorization

Work authorization in the EU required.

## Remuneration and contract

- Ten-month contract, paid €13,000 over the contract period
- Single room at The Social Hub (TSH) over the contract period, including holiday breaks
- Stipend for half board meal plan (7 days per week) or meal plan