

# JOB DESCRIPTION

## Customized Programs Coordinator

### About Barcelona Study Abroad Experience (SAE)

The mission of Barcelona SAE is to provide superior quality study abroad and internship options in Barcelona that incorporate a strong intercultural element for our students. All aspects of our programs encourage experiential learning and cultural immersion in order to open the eyes of the next generation of leaders to a global world. It is our hope to attract staff members committed to these same goals.

### Job Description

Customized Programs Coordinator. Our company hosts a variety of groups that are led by their home university professors-primarily from the US. Each group will have classes, excursions, company visits, guest speakers, and cultural activities as they explore the city in a way that is related to their area of study. Tasks in this area include building new program proposals, following up with faculty throughout the year, planning and executing the program onsite.

People skills, organization and an outgoing, friendly attitude are a must!

### Position Details

**Position Title:** Customized Programs Coordinator

**Location:** Barcelona and surroundings

**Hours:** Full-Time, 39h/week

**Type of contract:** Temporary contract (1 year duration)

This position is part of a team of experienced professionals at Barcelona SAE who work collaboratively to provide the best study abroad, internship and customized programs in Barcelona. This position is a perfect fit for a driven, creative, and energetic young professional or recent graduate.

### Required Qualifications & Skills

- Bachelor's degree or equivalent experience/knowledge
- Excellent communication skills
- Interest in working with college students in an international environment
- Problem-solver, well-organized, patient, good listener
- Ability to multitask and thrive in a flexible and fast environment
- Ability to strategize, anticipate, and take initiative
- Cultural fit with Barcelona SAE's vision, mission and core values
- Experience managing groups
- Excellent knowledge of Barcelona
- 1+ year of professional work experience in the events field
- International study, intern, and/or volunteer experience
- Previous experience in Customer service/Administration and problem solving
- Fluency in English and Spanish, some level of Catalan is a bonus
- Proficiency with Excel, Word and Powerpoint; Google Drive

### Compensation and Benefits

- Competitive salary
- Fun, interactive, international and dynamic environment
- Energetic and entrepreneurial team
- Frequent staff gatherings: after-works, all staff meetings, meals and team building activities
- Creative space, encouraging new ideas
- Time for activities outside office hours is compensated
- Wellness Benefit
- Professional Development opportunities
- Possibility to travel around Catalonia and Spain

### Job Responsibilities

As Customized Programs coordinator you will be in charge of:

- Creating program proposals for US schools
- Managing some programs from start to finish including planning logistical aspects of the program including transportation, excursions and tours, group meals, and accommodations
- Providing top customer care for universities, students and faculty
- Running training sessions for faculty and group leaders prior to programs
- Public speaking - running in-country orientations for arriving participants
- Creating budgets and then managing group funds, payments and receipts
- Travel with group to excursions and events
- Serve in an on-call capacity to provide full program support, facilitating emergency protocol if necessary
- Create a positive and flexible environment throughout the program, engaging with participants and faculty
- Other tasks and projects as needed

Other tasks include:

- Emergency phone rotation and attending to emergencies as needed
- Mentoring students on our programs
- Leading cultural activities (inside and outside of Barcelona) and engaging with participants
- Flexibility to work in other departments and tasks when needed

### How to Apply

- Please submit your cover letter and resume in PDF format and two references to Elena Villaescusa ([elena@barcelonsae.com](mailto:elena@barcelonsae.com)) and Darcy York ([darcy@barcelonasae.com](mailto:darcy@barcelonasae.com))
- Subject line: "CP Coordinator"
- It is encouraged that only candidates who meet all the criteria apply
- Qualified candidates will be contacted; no phone calls, please
- Application deadline is **November 30th, 2018**
- The interview will be conducted in English, Spanish and Catalan (if applicable).