



## **Student Life Manager**

### **Position Description**

Reporting to the Program Director, the Student Life Manager is responsible for overseeing the day-to-day operations of the student life department and managing student life activities within the Verto semester. The Manager supervises a team of Student Support Advisors and oversees the creation of an inclusive community that contributes to the overall experience and success of students during their program. The Student Life Manager is responsible for designing and implementing program activities and events, including volunteer activities, sports events, social activities, receptions, etc. Importantly, the Manager serves as a resource to students on cultural awareness, local resources, and living in their location with the aim of building a strong student life experience. The Student Life Manager oversees the execution of Verto Discovery, Verto's means of community building in each of our locations. This involves collaboration between student life and academics in the form of Care Teams, a supportive team for students on site. In addition, the Student Life Manager is responsible for student care and concern cases, and collaborates with the Program Director and Dean of Students to ensure compliance with program protocols and reporting procedures. This role requires an ability to create and maintain efficient, scalable systems and processes and experience with mentoring and supervising staff.

### **Responsibilities:**

- Supervision of 2-8 Student Support Advisors (SSA)
- Ensure each SSA are meeting regularly with their students during the semester, and creating a system of accountability
- Oversee Maxient reporting system for student issues.
- Ensure SSAs are documenting incidents in a timely and appropriate manner
- Oversees the ongoing management of conduct cases, supporting SSAs in creating student action plans that mirror our philosophy of compassionate discipline.
- Oversee the case management process for escalating students of concern as needed to PM and Dean of Students HQ team to appropriately support students
- Serve as a member of the Global Behavioral Intervention Team, which supports students of concern across all sites.
- Plan and implement orientation logistics, informing and preparing all participants, and delegating responsibilities across the team.
- Plan and implement onboarding for new team members ahead of each semester's start in coordination with the Programming & Operations team in the US.
- Define SOPs for student life related work and create and consolidating resources for SSA responsibilities onsite
- Support PD and Administrative & Operations Assistant on excursion and activity logistics
  - Manages reservations of bus, hotel, and entrance tickets



- Aides in expanding relationships with guides
- Creates itineraries for excursions
- Coordinates with Academic Staff on student issues and support.
- Manages student club initiatives as a part of Verto Discovery.
- Establishes and implements plans to increase student participation in program activities.
- Manages the emergency phone rotation and participates in the emergency phone rotation
- Participates in the responsible party excursion rotation, requiring occasional weekend travel
- Mediate escalation of student needs according to subject matter
- Maintain consistent and open communication with PD regarding staff and student incidents and performance metrics
- Provide mediation or conflict resolution support to SSA's
- Provide support to Care teams to enhance the student support network.
- Act as the local resource and answer questions, explain disciplinary processes involving the Verto Code of Responsibility.
- Assist and collaborate with training staff, and create materials related to the Verto Code of Responsibility.
- Ensure excellent documentation standards are followed and seek to confirm details where needed to ensure due process.
- Meet with students in response to incident reports or requests for intervention by other staff or faculty, with empathy and compassion
- Ensure all student meetings in response to disciplinary situations are held as soon as possible in a timely manner
- Other Duties, as assigned.

### **Requirements and Qualifications**

- A Bachelor's degree required; Master's degree preferred
- Ability to legally work in location is required
- 2+ years of experience in teaching, tutoring and/or academic advising
- 2+ years of experience working with high school or college students (preferred)
- Experience working with culturally, ethnically, socioeconomically, and linguistically diverse students and demonstrated ability to foster relationships with underrepresented students
- 2+ year's experience with experiential learning and/or education abroad programming
- The ability to embody/model kindness, openness, flexibility, curiosity, empathy, integrity, responsibility, and professionalism for students



- A passion for learning, experiential education, diversity, inclusivity, travel, global citizenship and, most importantly, for helping students grow and succeed
- Ability to work independently
- Fluency in English, excellent communication skills, efficient time-management, teamwork, and the ability to work in a high-pressure environment.
- Strong computer skills, including Google suite and Microsoft suites, to include Excel, Word, and PowerPoint.
- Well-versed in data management to ensure adequacy, accuracy, and legitimacy of data, and be able to strictly follow data privacy and security procedures for data handling and analysis to ensure adherence to legal and institutional standards.
- Priority will be given to those who experience working with culturally, ethnically, socioeconomically, and linguistically diverse students and demonstrated ability to foster relationships with underrepresented students.

**Even if you don't meet 100% of the above qualifications, you should still seriously consider applying. Studies show that you can still be considered for a role if you meet just 50% of the role's requirements.**

#### **Compensation & Benefits**

*benefits meet or exceed local standards*

#### **Equal Opportunity Employer**

Verto Education is an Equal Opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.