

ASSISTANT DIRECTOR OF STUDENT LIFE

Job Description

The Syracuse Madrid program is seeking dynamic, experienced, and innovative candidates for the **Assistant Director (AD) of Student Life**. This is a full-time, regular, and administrative position, and is part of the program's leadership team.

The AD is responsible for the management and day-to-day operation of the Student Life department, in its mission to foster in our students the transformative growth and intercultural learning that study abroad offers. By giving our students access to relevant resources and enriching opportunities, while providing them with support strategies for the discomforts that are inherent to self-reflection and learning, the Student Life team accompanies them through their experience in Spain and beyond. Consequently, the AD deals with issues related to student housing, health and safety, emergencies, communications, and general services. An important part of the job is to provide support to students dealing with personal, academic, and emotional crises. Finally, and in conjunction with the leadership team, the AD introduces and coordinates initiatives and support related to Diversity, Inclusion, Equity and Access, one of Syracuse University's top priorities.

The **Assistant Director of Student Life** reports to the director of the Syracuse Madrid program (or, in their absence, to the AD of Academics), and manages a team of three staff employees.

KEY RESPONSIBILITIES

- Participate with the leadership team in the strategic planning, development, and assessment of the day-to-day operations of the program.
- Supervise the day-to-day administrative functions of the Student Services unit.
- Provide recommendations for enhancements of student service policies and protocols, focusing on housing, health and safety, wellness, and general student services.
- Coordinate risk mitigation measures that enable students to have a successful experience during and after their time on the Syracuse Madrid program.
- Introduce, coordinate, and supervise initiatives and support related to Diversity, Inclusion, Equity and Access, which include staff, faculty and third-party training and workshops, as well as discussion groups with students. These initiatives should be done in coordination with the director and the academic director.
- Engage in the first-year program, including but not limited to participating in orientation events and co-teaching introductory seminars.
- Supervise the housing placement process, supporting students in a variety of living arrangements. Mediate on issues that arise during the students' time abroad.
- Assess and evaluate the different housing options; stay up to date with the student housing market in Madrid; and propose new alternatives when necessary, helping with the vetting process.
- Participate in the negotiations of renovating housing agreements, contracts, etc. with providers.
- Supervise the health, safety and wellness process as well as review the documentation of incidents with students.

- Assess and evaluate the health and wellness providers and stay up to date on knowledge of local health and wellness resources for students proposing new alternatives when necessary.
- Participate in the negotiations of renovating agreements, contracts, etc. with providers on a yearly basis.
- Mediate on health, wellness, and diversity and inclusion issues that may arise during the students' time abroad.
- Address the health, psychological, and situational barriers that impede students' success during study abroad and provide recommendations to enhance the protocols and policies for dealing with local crises and emergencies.
- Focus on organizing efforts to address incidents of sexual harassment, assault, and abuse, including sex-based discrimination (Title IX).
- Coordinate and supervise the Syracuse Madrid emergency services, working directly with the Syracuse Abroad emergency team.
- Serve on rotation as main contact for students who request after-hours support.
- Working with main campus partners, maintain the Syracuse Madrid Emergency Preparedness Plan, including staff and faculty training and proactive safety communication to students.
- Coordinate the implementation of the Syracuse Abroad emergency communication system in Madrid.
- Coordinate the digital and in-person orientations for incoming students.
- Collaborate with the main campus admissions team as key presenter in pre-arrival orientation sessions.
- Under the guidance of the director, represent the program in ongoing working groups with Syracuse Abroad and other centers' staff to engage in professional development opportunities, trainings, and programming initiatives.
- Other duties as assigned.

SKILLS & QUALIFICATIONS

- Degree in counseling, social work, or related field.
- Demonstrated experience with growing levels of responsibility managing student services teams.
- Demonstrated experience with growing levels of responsibility managing staff.
- Experience working with college-aged American students in a support capacity.
- Demonstrated experience responding to crises typical for college students.
- Experience developing co- and extra-curricular student activities that advance and support program learning strategies is preferred.
- Experience developing and managing policy and process for student support issues is preferred.
- An advanced level of fluent English skills to enable effective communications with others whose primary language is English.
- Native or near-native Spanish language proficiency, both oral and written.
- Advanced knowledge of Spanish culture, family structures, and business etiquette.

EMPLOYMENT CONDITIONS

- Salary will be commensurate with experience.
- Regular work schedule from 10am to 6pm, Mondays to Fridays.
- Must be able to work variable hours, evenings, or weekends.
- Must be able to travel locally and/or internationally with overnight travel.
- At the time of hire must be legally authorized to work in Spain.
- Must comply with all visa, work authorization, and tax related laws and regulations as a condition of employment.
- Syracuse University Madrid is an equal opportunity employer committed to equity, diversity, and social inclusion.

APPLICATION DEADLINE: December 1st, 2022.

STARTING DATE: December 15, 2022

SUBMISSION OF APPLICATIONS:

Qualified candidates for the AD of Student Life should send a letter of introduction and a CV, both in English, to Elena González at egonza04@syr.edu. The candidate should also include a list of references.