

JOB DESCRIPTION

Position:	Education Abroad Program Coordinator, Housing
Type:	Full Time
Direct Supervisor:	Education Abroad Program Manager
Supervision of:	Education Abroad Interns

Position Summary:

The Amideast Education Abroad Program Coordinator for Housing helps ensure the overall quality of the student life experience in the Amideast Education Abroad Program (AEAP) in Morocco.

Under the supervision of the Program Manager, the Program Coordinator works primarily in student affairs for the Education Abroad Program. The Coordinator is responsible for student housing follow up and support, and student health, safety, and security support, including incident reporting and travel tracking. The Coordinator also supports other staff in communicating directly with students and assisting the Education Abroad team in running the department. They assist with maintaining student well-being, including serving as a model cultural resource for adaptation into Moroccan society and addressing student concerns. They are available as a safe contact for students to ask questions.

The Coordinator should be flexible to work in and out of the office and assists/reports directly to the Education Abroad Program Manager.

DUTIES:**Housing:**

- The Program Coordinator is responsible for participant homestay housing (and apartments, where applicable). They help ensure a safe and comfortable living environment for students, including identifying and securing student homestays and apartments, enforcing housing policies for both students and homestay families/landlords, and addressing any housing requests, concerns, or maintenance issues.
- Actively recruits and serves as Education Abroad POC for homestay families and property owners
- Provides required orientations for host families and landlords and helps deliver homestay and/or apartment orientations for program participants
- Takes the lead on facilitating best standards of practice for maintaining the health, safety, and security of participants
 - Assures proper criminal and other vetting of family members and landlords
 - Conducts routine visits to housing for general and safety inspections
 - Assures that each student has an internal door lock, personal lockable space, and a bed



- Maintains list of smoke/carbon monoxide detectors and fire extinguishers and schedule of maintenance/replacement thereof
- Maintains database of homestay families and landlords and detailed history of engagement with them
- Maintains an organized database of all Fed Checks and Moroccan Police Background checks (*hossen sirra*) for all members over the age of 18 in each host family home
- Institutes background checks for host family members every 2 years
- Maintains a record of US Embassy and other checks on certain host families when necessary
- Maintains up-to-date family profiles; using student information to make appropriate homestay and roommate matches; etc.
- Implements and clarifies Amideast housing policies and guidelines to students and host families
- Maintains an organized and updated log of host family profiles, student placements, and other relevant information
- Designs and implements Homestay Orientations for both students and families at the beginning of each program
- Submits timesheets and requests-for-payment in a timely fashion for host families/property owners, follows up with finance and procurement to make sure all housing vendors are paid on time
- Prepares a packet containing maps and contact information for all current host families and makes copies for all staff associated with the program who carry the emergency phone
- Follow up with students' and host families'/property owners' housing issues and concerns as appropriate

Logistics:

- Arranges as directed by the Program Officer and the Program Manager in logistics for arrival and orientations. Creates appointments for all activities in Outlook and invites relevant staff.
- Helps other staff in arranging transportation for the program, such as airport pickups, field trip/excursion transportation, etc. Creates appointments for all arrivals, departures, and travel in Outlook and invites relevant staff.
 - Informs Amideast HQ Emergency phone and relevant staff of student safe arrivals via WhatsApp group and/or Teams, and manages emergencies, delays, and late baggage issues as they arise
- Leads collection of health, safety, and security information related to Clery Act requirements, especially for homestay families and other housing.

Student Support/Program Management:

- Is available to students during regular, posted office hours, especially related to housing concerns.
- Accompanies students on excursions on a rotating basis with other staff, on a schedule determined by team consensus and the Education Abroad Program Manager, managing logistics, dealing with student emergencies/issues, and being the first point of contact for first aid needs



- Is on the emergency response team which provides 24/7 assistance to students along with other staff members; participate in staff emergency phone rotation response
- Submit occasional student incident reports for any and all programs are documented in a timely manner (within 72 hours for Category 5, 4, 3; within 48 hours for Category 2; within 24 hour for Category 1) using Teams and track follow-up needed, immediately communicating all serious issues that arise to the Program Manager and other relevant staff
- Assists with student healthcare support when Program Manager is unavailable, especially in emergencies: making appointments with doctors, accompanying students, following up with medical labs and purchasing prescription medications
- Assists Program Manager as directed in coordination and implementation of:
 - Visas, police registration and other legal procedures that apply to students
 - Airport meet and greet
 - Onsite orientation program
- Is available to act as the main student services point of contact for certain programs, as assigned in advance, when other staff are unavailable. Steps in for other staff during urgent situations when student support services are needed.

Administrative:

- Attend and participate in mandatory Education Abroad weekly staff meetings and weekly HQ-Morocco Meetings
- Update Deltek timesheet on a daily basis
- Manage Education Abroad Interns and supervise their learning, creating a scope of work and learning plan for each new intern
- General clerical and administrative duties relevant to the Education Abroad team, as assigned by the Program Manager

QUALIFICATIONS

Required Qualifications

- Bachelor's degree Middle East North African studies, French area studies, education, intercultural communication, international relations, business, logistics, or a related field
- Experience working directly with American and other English-speaking foreign students daily
- Advanced written and oral language skills in French, Arabic, and English
- Experience and/or fluency with Amazigh languages is a plus, but not required
- Demonstrated ability to exercise good judgment and discretion in handling on-program support and sensitive information
- Supreme organizational skills and attention-to-detail, especially with written record keeping and written communication, are required
- Experience with managing files in an online system such as Moodle, Terra Dotta, and other CSM and student-management systems
- Strong interpersonal and intercultural communication skills including sensitivity to host family and American ways of communication. Demonstrated ability to be responsive to and supportive of marginalized groups in Morocco and abroad.



- Demonstrated skills in general financial accountability.
- Demonstrated skills in social media management and internet/computer literacy.

3 references – name and phone number/email – will be required.

Salary and Benefits

This is a local hire position; salary is competitive and based on experience. Benefits include local health and life insurance; paid annual and sick leave; 15 annual holidays, and 12-month salary

Understanding:

- **Will be required, occasionally, to work more than 8 per day and/or 40 per week.**
- **Some tasks may require evening and weekend work** and the Program Coordinator must **be available 24/7 in case of emergency.**
- **Willingness and ability to travel outside of Rabat** and outside of Morocco occasionally is essential.
- Willingness and ability to take emergency phone calls at night and during early hours of the morning and to take necessary action including transporting students to the hospital or dealing with authorities, etc, is essential.
- A high level of communications skills and ability to deal frequently with members of the EA team and other Amideast team members.
- This job description is not intended to be all-inclusive, and the incumbent will perform other reasonable business-related duties as assigned by the Country Director and the Program Manager. Amideast reserves the right to change duties and responsibilities as needed.