



JOHN CABOT UNIVERSITY

JCU Neighborhood Apartment Coordinator

John Cabot University, a regionally accredited American university in Rome, is seeking a candidate to fill the position of **Neighborhood Apartment Coordinator (NAC)**. The NAC is a professional member of the Housing and Residence Life staff under the office of the Dean of Students (DOS) and is directly supervised by Resident Directors. The NAC is responsible to supervise and respond to all student emergencies for those students assigned to live in JCU-assigned Neighborhood Apartments during evening and weekend hours. Additionally, the NAC will coordinate housing-related conduct and behavioral issues for students. The NAC will also assist in the management of maintenance issues, liaising between the students and the relevant housing agencies.

Essential Duties and Responsibilities:

- Emergency response - Respond to in-housing student emergencies in collaboration with other JCU staff, housing agencies, and local municipal services, including evening and weekend emergencies according to a scheduled on-call rotation, following up with tangential JCU offices to coordinate sequential care and support.

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- Residence Life - Supervise and perform administrative responsibilities related to university student housing operations, including move-ins, move-outs, and maintenance request, coordinating with Residence Life office in the scheduling and leading of student activities.
- Conduct Management - Promote and institute University rules, regulations, and policies, regarding conduct, behavioral/policy violations, roommate disputes, etc., in coordination with the DOS, engaging with students to resolve emotional concerns, referring students to the appropriate offices.
- JCU Community Engagement - Work to support and promote campus activities, services, and resources in collaboration with the other tangential offices under Student Life, participating, when needed, in large-scale university events.
- Participate in weekly team meetings, manage and execute additional programming requirements as determined by the DOS office, and other duties as assigned.

Skills:

- Perform well under pressure
- Crisis management and conflict resolution aptitude
- Understanding of high intensity situations, including physical and emotional distress
- Excellent customer service
- Highly self-motivated

- Working knowledge of databases (preferably BlackBaud and Maxient)
- Strong skills in Microsoft Office (especially, Excel, Outlook, Publisher, and Access encouraged)
- Excellent oral and written communication skills

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- Experience with public speaking and/or workshop presentations
- Organizational skills, attention to details, and planning skills
- Team player, with the ability to multitask effectively and coordinate between multiple offices and/or invested partners

Requirements:

- Being on-call during weekends and long hours when required (especially during peak times)
- 1-2 year(s) experience working in Residence Life or Student Affairs
- Ability to work flexible, and sometimes irregular hours
- Preferred to live in JCU housing, or, at a minimum, in close proximity to student housing in the Trastevere area
- Excellent knowledge of English and Italian (both spoken and written), with the ability to translate simultaneously from Italian to English and vice versa
- Valid and current EU working documents or EU citizenship

All applicants must already be in possession of valid and current EU working documents in Italy. JCU is unable to sponsor candidates for working visas in Italy for this position.

Please send your (ENGLISH only) CV and cover letter to employment@johncabot.edu with subject line "Neighborhood Apartment Coordinator". Hiring is set to begin as soon as possible.

Contract dates are expected to extend from August 1 to December 31, 2022, with possibility of renewal for the Spring 2023 Semester.

While we appreciate every application received, note that **only** short-listed applicants will be contacted.

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John Cabot University, a regionally accredited American university in Rome, Italy, is an equal opportunity employer that is committed to diversity and inclusion in the workplace. The University prohibits and has a zero-tolerance policy towards discrimination and harassment of any kind based on race, color, ethnic or national origin, religion, sex, age, sexual orientation, gender identity, marital or parental status, or disability in any of its policies, programs, and services.