



JOHN CABOT UNIVERSITY

N.U.in Italy Program Coordinator Position – John Cabot University

John Cabot University, a regionally accredited American university in Rome, is searching for candidates to fill the position of **N.U.in Italy Program Coordinator**.

The N.U.in Italy Program, administered by the Global Experience Office (GEO), is a unique opportunity for freshmen accepted for Spring Admission to Northeastern University to study at John Cabot University during the Fall semester and enter Northeastern University in the Spring. John Cabot University provides academic courses to the participants while N.U.in on-site staff provide on-site leadership and support services in collaboration with John Cabot University staff and GEO's Program Management staff.

The N.U.in Italy Program Coordinator will report to the N.U.in Italy Program Manager in all facets of the N.U.in Italy Program, in collaboration with JCU. Responsibilities include, but are not limited to:

- Social activities, including on-campus programming and JCU/N.U.in Italy Program led trips.
- Academic support including responding to concerns and connecting students to on-site academic, medical, and mental health resources.
- Crisis Management for Student Emergencies.
- Student residence monitoring on a 24/7 rotating schedule.
- Volunteer coordination.
- Student conduct.

The N.U.in Italy Program Coordinator will work collaboratively with John Cabot University staff and N.U.in Italy Program site-staff to ensure the safety and wellbeing of students and contribute to the development and overall success of the program.

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This demanding leadership position requires a significant amount of patience, flexibility, assertiveness, diplomacy, self-initiative, experience working with students who are living abroad, as well as experience living in Italy and working under stressful conditions. This position also requires on-call and crisis management duties outside of office hours, meaning the N.U.in Italy Program Coordinator position is not a set 9-5 job. The N.U.in Italy Program Coordinators live on-site, in the JCU dormitory, alongside the students they manage. As such, N.U.in Italy Program Coordinators may interface with public offices (*Questura*, hospital, police) and may be called to consult and intervene on student issues during the night, early morning, and weekends. N.U.in Italy Program Coordinators should expect to adhere to a high-level of professionalism, punctuality, and detailed record-keeping. Flexibility of hours and scheduling for work hours, including days off, will be coordinated with N.U.in Italy Program Manager and JCU DOS.

Essential Duties and Responsibilities:

Prior to beginning at John Cabot University, the N.U.in Italy Program Coordinator is expected to:

- Participate in on-site/virtual training at JCU prior to the start of the N.U.in Italy Program. Exact dates are TBD, but tentative training periods include the end of June and end of July/beginning of August).
- Complete a Northeastern on-site/virtual training in the summer of 2022 (training dates and modality are TBD) to learn more about Northeastern University, the Global Experience Office (GEO), and the N.U.in Program.
- Assist in the development, execution and facilitation of N.U.in Pre-departure Orientation in conjunction with the N.U.in's GEO Program Management staff (exact dates are TBD but tentatively scheduled for end of July or beginning of August).
- Assist with pre-departure preparations and planning activities in conjunction with John Cabot University staff and N.U.in's GEO Program Management staff.
- Participate in on-going planning meetings lead by John Cabot University or N.U.in's GEO Program Management staff.

Student Affairs

- Cooperate with JCU residence life and housing staff so as to coordinate residential life components of the N.U.in Program, including serving as a liaison with the residence hall facilities and staff as they relate to residence life and student programming.

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- Consult and collaborate with the N.U.in Italy Program Manager and JCU Residence Life staff to address program incidents, issues, and concerns.
- Provide regular program updates to the N.U.in Italy Program Manager and JCU Dean of Students through regular meetings and written reports.
- Work collaboratively with N.U.in Italy Program Manager and JCU Student Life (Immigration office, Residence Life office, Housing Office, Orientation Office, Health and Wellbeing Office, Community Service Office), Registrar, and Deans of Academics to ensure a high level of service and support in all N.U.in Program areas (residential life, student services, immigration, student trips, extracurricular programming, academics, service learning, etc.).
- Assist students in their transition to Italy, as well as their return to the United States, in collaboration with the JCU staff, the N.U.in Italy Program Manager, and GEO Program Management staff.
- Coordinate evening and weekend student programs and excursions.
- In conjunction with the JCU Student Services office and N.U.in Italy Program Manager, assist with the chaperoning N.U.in-sponsored trips.
- Act as an N.U.in Program ambassador and liaison for parents and participants.
- Assist with event coordination and track quality of social programs in collaboration with the JCU Student Services Office and N.U.in Italy Program Manager.
- Assist in the liaising for honored Northeastern guests.

Student Community Development, Safety and Emergency Response

- The coordinator role lives on-site in the JCU dormitory alongside the students. The coordinators share an apartment among themselves, but they reside in the same building as the students they manage. This means the coordinator will act as one of the first responders to address on-site student life issues, especially on nights and weekends.
- Liaise with JCU RAs, RDs, ICTS security, DOS, and N.U.in Italy Program Manager on student conduct and all associated activities.
- Serve as a Northeastern University student conduct hearing officer for N.U.in Program student conduct cases as necessary in collaboration with the JCU Residence Life Office.
- Work to create an atmosphere in which staff and students are critically engaged to make positive contributions and uphold community standards.
- Act as the agent of student and staff safety and security during crises and be an on-call rotation for emergencies, always acting in cooperation with JCU Student Life offices and

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on-site ICTS security. Be prepared to respond to immediate calls for student need and assistance at all hours.

- Ensure proper reporting for all student related Health & Safety and Conduct incidents and provide follow up to GEO's Program Management staff.

Academic Affairs and Course Facilitation

- Collaborate with JCU staff and N.U.in Italy Program Manager to connect students to resources (tutoring, the library, JCU Health and Wellbeing Office) as needed and follow through with students to ensure success.
- In conjunction with N.U.in Italy Program Manager and GEO Program Management staff, as well as JCU Student Services, assist in administration of academic surveys throughout semester to evaluate student academic performance, or when needed.

Administrative and Financial:

- Attend weekly meetings with JCU Student Life offices as scheduled by JCU staff or N.U.in Italy Program Manager.
- Provide required detailed weekly reports and updates to N.U.in Italy Program Manager and JCU DOS.
- Provide thorough and prompt customer service support to families and report outcomes to GEO Program Management staff, always escalating concerns to the N.U.in Italy Program Manager and JCU DOS.
- Participate in a mid-program check-in and final debrief session before the conclusion of the program with JCU and N.U.in GEO Program Management staff.

Qualifications and Requirements:

- Bachelor's Degree (in relevant field such as Higher Education, International Education or Student Development is preferred).
- Minimum 1 year of demonstrated student service experience or higher education experience in a residence life or student affairs capacity which includes experience living with or working with students (in a residence life, student affairs, camp counselor, or related role).
- Experience with crisis management.
- Proven ability to work well as a member of a close-knit team.

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- Ability to excel under stressful conditions while efficiently accomplishing tasks in fast-paced environments.
- Experience living, working, or studying in Italy with the ability to demonstrate intercultural sensitivity and global awareness.
- Event management experience for large groups with attention to detail.
- Teaching and classroom management experience preferred.
- Must be fluent in English speaking, reading, and writing.
- Must be fluent or have a good command of spoken Italian.
- Should have experience living in an overseas/international environment.

Contractual Periods:

The N.U.in Italy Program Coordinator position contractual dates are tentatively set for July 4th to December 21st. July and the start of August will consist of onboarding, training, and program development (pre-arrival period). The second half of August will include the oversight of student arrivals in Rome, check-in, and the facilitation of general N.U.in Italy programming in cooperation with the Program Manager and Assistant Program Manager.

All applicants **MUST** possess valid EU working documents in Italy. JCU cannot 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 "N.U.in Italy Program Coordinator". The position will be open until filled and applications will be reviewed on a rolling basis. Note that this position is a fixed-term contract to begin in July 2022. While we appreciate every application received, note that **only** short-listed applicants will be contacted.

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.