

**Job Description  
Program Assistant (Part-time)  
BARCELONA Study Center**

**1. Job Summary**

The Study Center provides academic and student welfare support to UC students participating in academic exchange programs. This position provides assistance to the Study Center in general office support, academic program administration and student welfare services. Individual serves as the first point of contact for providing general information and assistance to UC exchange students. Considerable organizational skills and ability to work with people needed. This position assists and advises U.S. undergraduate students and requires a high degree of fluency in written and conversational English.

**2. Scope**

Generic Scope (Uniform across all jobs at this level - do not modify): Entry-level professional with limited or no prior experience (1-3 years); learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments that are usually routine in nature, requiring limited judgment and decision making. Some terms will be subject to interpretation. Where specific examples of tasks are listed to illustrate a term (i.e., complex, routine, etc.) they are provided as examples only and are not intended to be a comprehensive set of tasks performed at that given level.

Custom Scope: Learns to use Student Services professional concepts. Under the guidance of a higher level Student Services professional, provides straightforward information to students on program requirements, course offerings, basic orientation, and other student welfare issues related to their stay abroad. Performs general administrative services, assists in the planning and implementation of student events, and maintains office academic records. Applies learned skills and job knowledge in area of international student services; may adapt procedures, operations, techniques, tools, materials, and/or equipment to meet needs; may work on non-routine tasks.

**3. Key Responsibilities**

% of time	Essential Function (Yes/No)	Key Responsibilities (To be completed by Supervisor)
		<b>Under close supervision of higher level professional:</b>
50		<u><b>Student Services</b></u> <ul style="list-style-type: none"> <li>• Provides straightforward information on program requirements and processes.</li> <li>• First contact for assisting students with daily issues such as general student welfare, including safety and security, national health insurance, information on local medical facilities, housing research, immigration and alien registration.</li> <li>• Helps incoming students adjust to a new social, cultural and academic environment.</li> <li>• Refers more complex student services issues to the appropriate person.</li> <li>• Continuously updates student information materials.</li> <li>• Assists Program Administrator/Coordinator with planning and implementation of student orientations, program events and preparation of student handbook/website, in special for UPF and UAB Programs.</li> <li>• Handles sensitive student information confidentially.</li> </ul>
10		<u><b>Academic Services</b></u> <ul style="list-style-type: none"> <li>• Gathers general information and descriptions of course offerings.</li> <li>• Assists with Study Lists, Petitions, .. and review them accordingly with the deadlines.</li> </ul>
30		<u><b>Administrative Services</b></u> <ul style="list-style-type: none"> <li>• Assists in preparing program materials compiled from various sources.</li> </ul>

		<ul style="list-style-type: none"> <li>Assists in travel arrangements.</li> <li>Develops and maintains outreach programs using social networking media and other resources.</li> <li>Applies standard office software programs (Word, MS Office, and Excel).</li> <li>Prepares responses to routine correspondence, e-mail, phone inquires, student questions etc.</li> <li>Assists Program Administrator in gathering information for student budgets and Barcelona Study Center operating budget.</li> </ul>
10		<p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>Undertakes other tasks as assigned for the effective operation of the Study Center.</li> <li>Provides back-up assistance to the Program Administrator.</li> <li>Assists Field-trips and excursions.</li> </ul>
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#### 4. Knowledge and Skills (typically required of the position)

- Language: fluency in speaking/writing English and Spanish. High level of fluency in written and conversational English since the position involves substantial contact with U.S. undergraduate students
- Excellent interpersonal skills. Multicultural competencies; ability to develop a positive rapport and work with diverse populations
- Personable, enthusiastic and interested in international exchange programs.
- Proven customer service skills.
- Demonstrated initiative and proactive approach working both independently and as part of a team.
- Experience in office environment and basic administrative functions.
- Awareness of critical academic/administrative deadlines and a broad knowledge of university/campus environment.
- Basic knowledge of American and higher education environments.
- Skill in prioritizing numerous tasks to maintain organization and efficiency in completing work accurately and in a timely manner.
- Ability to maintain confidentiality and security of privileged information.
- Experience with typical office computing and electronic equipment and proficiency with standard applications such as Excel, Word, email, etc.
- Ability to work occasional evenings and weekends.

#### Desirable:

- One year of administrative/student affairs experience in a higher education setting.
- Experience planning events such as student orientations.
- Experience studying or living abroad.

#### 5. Education and Training

- Bachelor's degree in related area and/or equivalent experience/training.