

Student Support Coordinator–Florence (part-time, up to 20 hours/week)

Position Summary

The Student Support Coordinator–Florence is based in Florence with a focus on support for students participating in Arcadia Abroad programs with ISI-Florence and Accademia Italiana. This position reports to the Director of Italy Programs and Enterprise and works collaboratively with the Arcadia Abroad Italy staff and other Arcadia staff to deliver programs across Italy that meet Arcadia Abroad's high standards. Under the guidance of the Director, the coordinator will be involved with orientation, events, individual student meetings, health and safety, and partner relations.

Job Duties and Responsibilities

Orientation and Arrivals (35%)

- Participate in orientation planning sessions with other staff
- Travel to Rome for several days at the beginning of fall and spring terms to assist with delivery of in-person orientation sessions and events
- Accompany semester and full-year students traveling from Rome to Florence program locations
- Participate in planning and delivery of summer orientation in Florence
- Perform housing checks before and after arrivals
- Serve as Arcadia point of contact for Florence students, answering questions and resolving any issues that arise during the first few days of the program

Student Support (25%)

- Establish regular office hours and be available for students on an as needed basis (with agreed upon limits given part-time status)
- Meet with students individually or in small groups to establish connection, check progress, and provide support
- Serve as first intervention onsite for student health and safety concerns, including emergencies
- Occasionally accompany students to medical appointments or visit students who are hospitalized locally
- Document any relevant information related to student support using Salesforce EdCloud or other designated tools for case management
- Maintain regular and timely communication with other Arcadia Abroad Italy staff to keep them informed about student contact and other developments

Events (25%)

- Plan and deliver local events for students in Florence
- Accompany Florence students to Arcadia Abroad events organized around Italy
- Accompany students to local activities and cultural events, including those organized by ISI and Accademia Italiana
- Plan and deliver farewell events each term

Partner Relations and Communications (15%)

- Develop and maintain positive relationships with key staff at ISI Florence and Accademia Italiana
- Coordinate student support efforts with program partners to ensure clarity and consistency for students and families
- Communicate with relevant Arcadia Abroad staff in a timely manner to determine appropriate courses of action and responses to student and partner needs

Qualifications and Experience

- Bachelor's degree in a related field
- Understanding of Italian culture and US higher education
- English proficiency to be used in a professional setting
- Permission to work in Italy
- Experience working with students in a cross-cultural setting
- Genuine interest in US undergraduate student well-being and success
- Excellent interpersonal and communication skills
- Ability to build positive relationships with students and local partners
- Understanding of and willingness to embrace the principles of inclusive excellence
- Willingness and ability to travel occasionally to Rome and other locations in Italy

Conditions

This part-time position will work from a home office in Florence with occasional office hours potentially held on location at partner institutions within Florence.

This position entails an average of 20 hours per week throughout the year. It requires flexibility in working hours, with some evening and weekend work for events and student incidents. There are also clear peaks in activity during each term, particularly during orientation and key events, when the work schedule will be more intense. Attendance at orientation, and occasionally other events, requires overnight travel away from Florence for a few days.

The initial contract will be for one year, with a possible extension dependent upon local needs. This position will be remunerated in keeping with CCNL ANINSEI agreement at a level that is commensurate with the final duties assigned.

Please email your CV with a cover letter indicating why you are interested in the position, a description of the skills and experience that make you a suitable candidate, and contact details for two references. Application review will begin immediately. Position will remain open until filled.

Applications should be sent to:

Dr. Paola Cascinelli

Director of Italy Programs and Enterprise

Arcadia Abroad

E-mail: cascinelli@arcadia.edu