

HOUSING SPECIALIST

Anglo-American University announces a search to fill a **part-time position of Housing Specialist**.

The Housing Specialist assists prospective and current students in booking accommodation within AAU's housing. This position coordinates payments, contracts, and housing confirmations, serves as a liaison with AAU's housing provider, and fosters a sense of community among residents. It involves daily interaction with students and parents from around the world and other departments within AAU.

Responsibilities:

- Communicate with prospective and returning students about AAU Housing.
- Assist with housing options, procedures, and inquiries.
- Collect housing requests, send invoices, track payments, and confirm bookings.
- Address damages and issues promptly.
- Review and process refund requests.
- Manage and distribute housing contracts and assign rooms.
- Serve as the primary contact for students on housing matters.
- Act as a liaison with Zeitraum to ensure adherence to housing standards and address issues.
- Organize and lead housing tours for prospective students.
- Collaborate with Marketing to promote housing and update the website.
- Participate in information sessions hosted by Marketing to cover housing information.
- Secure additional housing options and develop relationships with different residential facilities in Prague.
- Handle housing-related emergencies and ensure student safety.
- Cooperate closely with other members of the Student Support and Resources Office.

Requirements:

- Student-centered with outstanding customer service skills.
- Prior experience with university or student housing.
- Excellent communication skills in English (required) and Czech (very beneficial).
- Superb organizational skills and proactivity.
- Ability to work with people from a variety of culturally diverse backgrounds.
- Creative approach to work.
- Strong PC skills i.e., MS Office, Google Apps and online communication platforms, social media.
- Having CRM experience is preferred.

We offer:

- 25 days of vacation per a year
- 5 sick days per a year
- Multisport card partly paid by the employer

- Flexible working hours

Interested candidates should send their CV and a Cover Letter to **Ivana Vrobel at ivana.vrobel@aauni.edu**. The **review of the applications will start after July 1, 2024** and will continue until the position is filled.