

# comforts of home

**\*\* Resumes not accompanied by a cover letter will not be reviewed \*\***

## **Student Services Coordinator – Comforts of Home, Paris**

Comforts of Home, a leader in international student housing Europe, seeks a Student Services Coordinator for its Paris office.

COH provides American-style comfort and customer service, allowing students to live like locals in apartments shared with other students. The members of the Paris Student Services team serve as the principal contacts and client relationship coordinators for our institutional partners and the students who live in our 200 apartments around the city.

Responsibilities included by are not limited to:

- Serving as point person for several university and study abroad program partners, ensuring top-level customer service to schools, students and families
- Organizing and overseeing student arrivals and departures, including preparation of documentation, keys
- Coordinating and delivering COH Housing Orientations at partner centers around Paris
- Working with partners to create housing assignments, manage moves/changes as necessary
- Updating occupancy roster regularly and participating in weekly occupancy meeting
- Liaising with Facilities team to ensure that students and partners receive clear communication about maintenance issues and any necessary follow-up
- Ensuring clear communication and application of COH housing policy and work with Facilities team and partners to handle behavioral issues and enforce sanctions when necessary
- Meeting with partners as well as with students when necessary; visiting apartments when problems arise
- Performing apartment inspections
- Organizing and managing checkout communications and security deposit assessment return process for each academic partner
- Participating in emergency phone rotation

Requirements:

- Customer service sensibility
- Strong organization skills
- High attention to detail
- Knowledge of American university system and study abroad
- Experience in study abroad administration or hospitality a plus
- Ability to work autonomously, multitask, and stay on schedule
- Bilingual French-English; excellent written and verbal communication skills in English
- Flexibility and ability to work effectively in a fast-paced and evolving office
- Enthusiasm for working with a young, fun, and flexible team
- Microsoft Office, Excel, PowerPoint
- Valid work permit authorizing full-time work in France

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**To apply:**

Please send resume and cover letter to [paris.jobs@get-comfortable.com](mailto:paris.jobs@get-comfortable.com)

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