



**** 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 in 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 Paris Student Services team is made up of three people who 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 include but are not limited to:

- Serving as point person for one or more university partners, ensuring top-level customer service to schools, students, and families
- Organizing and overseeing student arrivals and departures, including preparation of documentation, keys
- Updating occupancy roster regularly and participating in weekly occupancy meeting
- Working with partners to create housing assignments, manage moves/changes as necessary
- 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 partner(s) as well as with students when necessary; visiting apartments when problems arise
- Providing internal and external reporting on payment and registration status, housing statistics, maintenance issues, security deposit withholdings, behavioral sanctions, etc.
- Performing apartment inspections
- Participating in emergency phone rotation

Requirements:

- Customer service sensibility
- Strong organizational skills
- Knowledge of American university system
- Experience in study abroad administration or hospitality a plus
- Ability to function 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

To apply:

Please send resume and cover letter to paris.jobs@get-comfortable.com

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