

HOUSING SPECIALIST

Anglo-American University (AAU), the oldest private university in the Czech Republic, announces a **search to fill a part-time position (20h/week) 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.

The Housing Specialist reports to the Director for Admissions and Student Support.

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 (beneficial but not required).
- 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, but not required.

We Offer:

- A trusted, international workplace located in the exceptional Thurn-Taxis Palace in Prague 1
- Supportive and friendly team environment
- 5 weeks of paid vacation per year
- 5 paid sick days per year
- MultiSport card partially subsidized by the employer
- Flexible working hours
- One-hour lunch break included in the eight-hour daily working time
- Possibility to work from home occasionally
- Opportunities for personal growth, including taking AAU courses free of charge
- A monetary work anniversary bonus (3, 5, 10 years, and beyond)
- Discounts at nearby restaurants and with our partners
- Contract for one year with an option of an extension after one year

Interested candidates should send their **English CV and a cover letter** to Ivana Vrobel at ivana.vrobel@aauni.edu. The **review of the applications will start after January 6, 2025*** and will continue until the position is filled. The selected candidate is **expected to assume the role in February/March 2025**, subject to mutual agreement. For more information about the University, visit the [website of Anglo-American University](https://www.aau.edu).

**Note: Please note that AAU will be closed for winter break from Dec 21 to Jan 5. Any inquiries received during this period will be addressed starting Jan 6, 2025.*