

## VOLUNTEER COORDINATOR

**We're looking for an English native or a fluent English speaker to coordinate over 2,000 volunteers who on a weekly basis come to participate in the Pueblo Inglés English immersion course that takes place in venues throughout Spain.**

### MAIN RESPONSABILITIES

Daily management of volunteers:

- Deal with applications in a timely manner
- Respond to emails in a timely manner
- Coordinate and manage weekly groups of volunteers
- Weekly preparation of program material
- Greet volunteers before their departure
- Log in volunteer feedback after program
- Give volunteers feedback under exceptional/difficult circumstances
- Review and improve departmental processes
- Report to Management regularly

Marketing and Communication:

- Client communication via a seasonal bulletin
- Keep the website up to date
- Maintaining a record of published articles about Pueblo Inglés
- Source, log and write messages in forums to recruit volunteers
- Target specific groups within our database in order to recruit for the programs.

### JOB REQUIREMENTS

Working status: You **MUST** be in possession of a Spanish work permit, or EU citizenship. We're on the lookout for enthusiastic, innovative and hard-working individual.

The job requires previous work experience (at least 2 years) within an office environment. The candidate should possess the following skills and attributes:

- Responsible, with excellent organizational skills
- Proactive and have the ability to make decisions
- Have excellent communication and written skills
- Should be able to work under stress and work to tight deadline. The Spring/Summer is our highest peak season.
- Be experienced with Word, Excel, Internet and Outlook
- Languages: Must be a native English speaker. Spoken Spanish is an advantage but not essential.

We are looking for a candidate who is resident in Madrid and planning on living in Spain long-term so they can grow within the company.

**WE OFFER**

- Location: Madrid headquarters. (Calle Orense nº4). Metro: Nuevos Ministerios.
- Schedule: 40 hours a week from 9 am to 6 pm with 1-hour for lunch.
- Jobs status: The company offers a fulltime, temporary contract with 6 month probation period.

**If you would like to be a part of the team please send your CV and Cover Letter to [jobs@diverbo.com](mailto:jobs@diverbo.com)**

**Thank you for your interest in working with us!**

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