

## BILINGUAL OFFICE ASSISTANT FOR VOLUNTEER DEPT.

**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 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 C1.

## **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 1 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!  
Updated: february 2019