

# FACE TO FACE INTERNSHIP

## VALENCIA: UNIVERSITY CEU-UCH

**INTERNATIONAL STUDENT SERVICES OFFICER (CUSTOMER SERVICES)  
COMMUNICATION AND INFORMATION SCIENCES, HUMANITIES, SOCIAL SCIENCES**

**UNIVERSITY CEU  
CARDENAL HERRERA**  
Spain  
Valencia-Alfara del Patriarca

**Period:**  
10 January 2021 to 10 March 2021

**Deadline:**  
30 November, 2021

### ■ GENERAL INFORMATION

**Duration:**  
2 months

**Commitment:**  
Full-time

### ■ DESCRIPTION

**Support to the students and to the customers:**

1. In the office
2. Via telephone
3. Via e-mail

**Support to the office:**

1. Personal, telephonic and e-mail assistance.
2. Translation in English – French - Spanish.
3. Linguistic support to the staff of the university in English - French.
4. Management of students' documents for enrollment, residence permits, etc.
5. Preparation of promotion materials: tutorials, guides and infographics.
6. Participation in promotional videos.
7. Support to activities and promotion meetings.
8. Realization of guided visits of parents and international students through the CEU UCH University.
9. Management of social networks.
10. Support to activities and promotion meetings.
11. Assistance in the organization of various activities as Welcome Days, Open Days, Hospitality Days, etc.
12. Support in the preparation of the reports, check-lists and similar.
13. Contact with universities and request of documentation etc.
14. Preparation of application for public calls.
15. Assistance to public relations.
16. Maintenance of the data bases and filing, checking the documentation.
17. Realization of guided visits for incoming students at the University.



## ■ ADDITIONAL INFORMATION

The University CEU Cardenal Herrera is a private University in Valencia (Spain). Valencia is the third largest city of Spain and is located at the seaside. The University CEU Cardenal Herrera is involved in an ambitious internationalization process with a significant increase of international students enrolled in our degrees taught in English and French. For the Academic year 2019/2020, we welcomed more than 600 international freshmen students, around the 30% of the first year student of the University. we have received more than 20 interns per year from many European Countries.

### **Working hours:**

Monday – Thursday: 9:00 - 17:00  
(with 20 minutes break and 1 hour for lunch)

Friday: 9:00 - 14:00

### **Compensation:**

No financial compensation

### **Food:**

Provided in University canteen (complete menu: 1st plate + 2nd plate + dessert + soft drink + salad)

## ■ REQUIREMENTS

### **Languages:**

English: Independent User B2

French: Independent User B2

Spanish: Basic User A2

### **Level of Studies:**

Bachelor

### **Skills:**

Friendly personality, customer support and capacity of multitasking



[LINK TO VIDEO](#)