Internship Position Description: Administrative Intern

Position: Administrative Intern
Location: University of Georgia Costa Rica, San Luis de Monteverde, Costa Rica
Dates: Variable (six month period)

Requirements:

- Minimum bachelor’s degree (Exceptional undergraduates will also be considered)
- Fluency in English required
- Strong conversational Spanish required
- Degree in Spanish, Latin American Studies, or Hospitality Management preferred
- Experience living abroad preferred
- Enthusiastic attitude and strong work ethic
- Flexibility in working environment and schedule
- Strong initiative and ability to work independently, as well as part of a team
- Excellent mental and physical condition
- Availability for a minimum of six months
- Travelers’ insurance (proof required following acceptance)
- First aid certification (proof required following acceptance)

Application Checklist

Completed application packets will include the following:

□ Completed application form
□ Cover letter of interest
□ Curriculum vitae / resume
□ Two letters of recommendation
□ Official university transcript

Accepted applicants will be required to provide the following:

□ Proof of travelers’ insurance
□ Proof of first aid certification
□ Proof of valid passport

Completed applications should be addressed to Ms. Lindsay Stallcup, Academic Programs Manager:

Mail: UGA Costa Rica
      Apartado 108-5655
      Santa Elena de Monteverde
      Puntarenas, COSTA RICA

E-mail: progCR@uga.edu

FAX: (011 506) 2645-7362
Position Description

General Overview

Administrative Interns UGA’s Costa Rica Campus have the opportunity to advance their Spanish-speaking skills, as well as gain administrative experience in a multi-cultural setting in Costa Rica. The Administrative Intern provides direct support to UGA Costa Rica’s Academic Programs Manager and Reservations and Logistics Coordinator. Interaction with students, faculty, and other campus guests from around the world as well as with service providers across Costa Rica provides the opportunity to fine-tune skills in public relations and public speaking, as well as learn about the administration of a business in Costa Rica.

This is a high-energy position which requires excellent interpersonal and customer service skills. Interns spend days and evenings meeting and greeting guests as well as supporting the UGA CR administrative staff in a socially and environmentally unique atmosphere at the base of the magnificent Monteverde Cloud Forest. The Administrative Intern carries out many daily tasks (such as answering the phone, communicating with other staff in person and via radio, and making reservations) in Spanish, so strong Spanish skills are a must!

In addition to their primary duties helping with administrative tasks, Administrative Interns will have the opportunity to participate in on-going projects in and around UGA Costa Rica. They may also develop their own individual projects within their areas of interest, which may include anything from community service activities to scientific research.

(1) Reception and Reservations

The Administrative Intern provides coverage at the Reception desk during afternoons, evenings, and days when the Reservations and Logistics Coordinator does not work. Duties include:

(a) Basic office operations:
   o Answering the telephone and directing phone calls
   o Assisting customers in person at the Reception desk
   o Handling payments, basic accounting

(b) Guest check-in and check-out.
   o Meeting and greeting guests when they first arrive
   o Check-in (filling out appropriate forms, key distribution, etc.)
   o Showing guests to their rooms and helping them to get settled
   o Providing a general orientation, including information about meal times, activities, etc.
   o Creating and printing invoices
   o Check out

(c) Guest activities and transportation. Assisting with organization of guest activities – for example, helping guests figure out which activities they’d like to participate in; arranging tours, activities, and transportation; informing the kitchen about early breakfast times; etc.

(d) Gift Shop. In addition to assisting guests with purchases in our Gift Shop, the Administrative Intern also helps with daily closing reports, inventory, and general Gift Shop management.

(e) Financial. Assists with invoicing (using QuickBooks), daily closing reports and deposits, and management of the cash boxes from Reception and the Gift Shop.

(f) Logistical support for academic programs (opening classrooms, setting up projectors, etc.)

(g) Other tasks and projects, as assigned.
(2) Day to Day Operations

(a) Informal interaction with guests and groups. In addition to “official” interactions with guests at the Reception desk, the Administrative Intern will interact informally with guests in a variety of settings: over meals, in the evenings, over a cup of coffee on the porch, etc. By getting to know our guests and their specific interests, we can help them to make the most of their visit.

(b) Customer service and community relations. All staff members at UGA CR (interns and full-time staff alike!) strive at all times to achieve excellence in customer service and community relations.

(c) Assisting other departments (kitchen, housekeeping, maintenance) as needed. This may take the form of: washing dishes; helping housekeeping staff; helping with trail maintenance assisting in the botanical garden; library inventory and cleanup; and more.

(d) Participation in regular staff meetings, workshops, etc.

(3) Programs and Activities

In addition to his/her duties in Reception and with daily operations, the Administrative Intern provides support for the many programs and activities offered at UGA CR. Especially during high season, the Administrative Intern may be called on to help with certain programs, especially those that require translation. For a complete list of the activities offered at UGA CR, visit http://www.externalaffairs.uga.edu/costa_rica/index.php/site/activities/campus.

(a) Assist with talks and workshops, including but not limited to:
   - Orientation and Introduction
   - Costa Rican history and culture
   - Spanish

(b) Facilitation and translation for a variety of workshops led by UGA CR employees and local experts. Including but not limited to:
   - Cow milking
   - Cooking workshop in a local home
   - Dance workshops
   - Sustainable and coffee farm tours at neighboring farms

(c) Attending activities and workshops. In order to provide quality customer service and provide accurate information to our guests, the Administrative Assistant should participate in all of the talks and workshops offered at least once.

(4) Ongoing and individual projects. All interns have the opportunity to participate in ongoing projects, assist in the development of new activities and programs, and to develop an independent project if desired.

(a) Participation in ongoing projects. Current projects include: monthly UGA CR / upper San Luis bird census; long-term climate and weather data; and water quality monitoring in the watersheds of the Bellbird Biological Corridor.

(b) Development of new talks or workshops, either on assigned topics or based on the intern’s own expertise and special interests.
Individual projects. All interns are encouraged to develop or adopt an individual project during their stay at UGA CR. This can take many forms – developing an independent research project; community service (teaching English or computer skills, or helping with the community library); volunteer work with local farmers; development of new academic programs; and more.

Compensation
Room, meals, laundry, and internet (approximate value of $250/month) are provided in return for the services provided by Administrative Interns. Special rates to stay at the Campus are also available to family members during the Resident Naturalist’s term at UGA Costa Rica.

One of the greatest benefits provided by the Administrative Intern position is undoubtedly the opportunity to grow, both personally and professionally. Interns will gain experience in public relations and public speaking; refine leadership and teamwork skills; improve fluency in Spanish; learn about and be immersed in Costa Rican culture; learn more about the administration of a business in Costa Rica; and much more.

Training and Evaluation
Upon arrival, the Academic Programs Manager and Reservations and Logistics Coordinator will provide training for the incoming intern.

Interns are evaluated informally throughout their stay, and formally after one month, three months, and at the conclusion of their contract. At the end of their stay, Administrative Interns in good standing will receive certification from the University of Georgia Costa Rica program, as well as a formal reference letter that can be used for future job/academic applications.

Dates and Deadlines
Dates for the Administrative Intern position vary; please check for the most updated dates. Applications are accepted until the position is filled.

For more information and to find out about current availability for internships at UGA Costa Rica, contact Ms. Lindsay Stallcup, Academic Programs Manager, at progCR@uga.edu.