



## **Internship Position Description: Administrative Intern**

**Position:** Administrative Intern  
**Location:** University of Georgia Costa Rica , San Luis de Monteverde, Costa Rica  
**Dates:** January 1 through July 31

### **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 Coordinator:

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

E-mail:  
[progCR@uga.edu](mailto:progCR@uga.edu)

FAX:  
(011 506) 2645-8050

# 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:**

- Answering the telephone and directing phone calls
- Receiving and sending faxes
- Assisting customers in person at the Reception desk

**(b) Guest check-in and check-out.**

- Meeting and greeting guests when they first arrive
- Check-in (filling out appropriate forms, key distribution, etc)
- Showing guests to their rooms and helping them to get settled
- Providing a general orientation, including information about meal times, activities, etc.
- Creating and printing invoices
- Receiving payments
- Upon check-out: collecting keys and making sure the Guest Book gets signed.

**(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**, such as 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 helping with trail maintenance; washing dishes; helping housekeeping staff; 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](http://www.externalaffairs.uga.edu/costa_rica/index.php/site/activities/-/campus).

- (a) **Assist with talks and workshops**, including but not limited to:
  - o Orientation and Introduction
  - o Costa Rican history and culture
  - o Spanish
- (b) **Facilitation and translation** for a variety of workshops led by UGA CR employees and local experts. Including but not limited to:
  - o Cow milking
  - o Cooking (on campus or in a local home)
  - o Dance workshops
  - o Tree planting, greenhouse work, and maintenance of reforested areas, related to the Carbon Offset program and Pájaro Campana (Three-wattled bellbird) Biological Corridor
  - o 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; monthly phenology survey; long-term climate and weather data; maintenance and monitoring work related to the Carbon Offset and Pájaro Campana (Three-wattled bellbird) Biological Corridor; and a community library project.
  - (b) **Development of new talks or workshops,** either on assigned topics or based on the intern's own expertise and special interests.
  - (c) **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

The Administrative Intern position runs from January 1 through July 31, a seven-month commitment. 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](mailto:progCR@uga.edu).