

## Internship possibilities at ILISA - Costa Rica

ILISA Language School is a leading expanding provider of foreign language courses in Central America, with two schools in Costa Rica and one in Panama. Funded in 1981, it has proven its commitment to world class language programs, with values such as innovation, customer orientation and highest quality standards in all of its schools.

ILISA welcomes students from different areas of studies, who want to contribute their expertise with pro-activeness and the same dedication to excellence, during an internship at its central office in San Pedro, Costa Rica. Please find more information about your possibilities below and send us your motivation letter and resume to the following email address.



### Contact data:

Attn:  
Hellen Rojas, Director

ILISA Language Institute

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## Available internship positions:

### 1. Marketing and Sales

#### Tasks involved:

- Establishing partnerships with agencies, universities and companies
- Sales to individual clients
- Customer relationship management
- Public relations
- Online Marketing
- Customer service (attending to international clients, helping with requests from students and prospective clients)

#### Requirements:

- Basic Marketing and Sales skills preferred, but not required
- Dedication to customer care and high service standards required

### 2. Graphic design and Marketing

#### Tasks involved:

- Preparing marketing materials (brochures, flyers, guidelines for business partners or clients, photos, videos, newsletter)
- Online presence (homepage, social media, online marketing)

#### Requirements:

- Special knowledge of corresponding software and tools required

### 3. Education and teaching

#### Tasks involved:

- Teaching languages (English, German, Portuguese, Italian, French or Mandarin)
- → Minimum 6 months stay!
- Searching for and preparing materials to improve our language programs (teaching materials, material for special programs, program design)
- Improving program design and outline

#### Requirements:

- Teaching skills or experience preferred, but not required

#### **4. Administrative assistant**

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Tasks involved:

- Prepare documentation for upcoming students
- Offer orientation for new students on their first day
- Manage facebook for students' cultural activities
- Offer relevant information for students during their time in Costa Rica
- Get information from students before arrival (flights, allergies, etc)
- Update Bildungsurlaub documentation (for german speakers)
- Update website
- Translate documents
- Prepare evaluation forms for students
- Prepare host family maps
- Attend some cultural activities when required

Requirements:

- MS Word, Excel, Power Point, Gmail, etc.

**Additional requirements:**

- Knowledge of Spanish and English is preferred, but not required – one of the two, either Spanish or English, is required.
- Common computer applications.
- Special skills required depending on respective internship, as indicated below.
- Able to work independently and in teams.
- Highly pro-active
- Result-oriented and dedicated to quality.
- Committed to add long-term value to ILISA.

**Benefits:**

- 40% discount on housing and alimentation commonly offered for clients: The homestay program offers daily breakfast, dinner and weekly laundry service and is available for \$500 per month for ILISA interns.
- First week of Spanish classes for free, if we have at ILISA a group with the same level. 50% discount on Spanish classes (\$13 per hour for private lessons, after 4 pm) and 50% on all other languages offered at ILISA (English, German, Portuguese, Italian, French or price depends on the language and program chosen).

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**FAQs:**

1. The intern's supervisor: What is their education degree / work experience and level of English?

The supervisor is the General Director of the company and the Head of the Spanish Department. Hellen Rojas has a degree in Electrical Engineering and full professional proficiency in English.

2. Will the intern receive support / evaluation on a regular basis?

ILISA provides evaluations once a month. Support is being provided daily and upon request – we are a small and young team which enables and encourages vivid communication between colleagues.

3. How many employees work at the office and what is the proportion men/women?

Apart from our large faculty body, our office comprises 20 employees in two different locations (distribution over these two locations: 50/50), about 75% are women.

4. Did you work with interns before? From where and which study?

ILISA welcomes interns from abroad regularly. Most interns are from Europe, such as Germany, Austria or The Netherlands. The fields of the respective studies vary, but are mainly in the area of business, (cross-) cultural studies, languages or industrial engineering.

5. What what career / study direction is preferable?

Preferred studies or knowledge of: Marketing/Sales, Education, Graphic design, Quality management.

Students of other areas are welcome to present the kind of tasks they want to contribute to ILISA.

6. Can the intern also work on a specific assignment / investigation aside the daily work?

If the assignment benefits ILISA, this can be realized during work hours. A specific time or day will be determined to work solely on the project (e.g. in the afternoons after a certain time; one day of the week). If the investigation is not to directly benefit ILISA, the work schedule can be adapted to the intern's needs, in order to provide time to work on this separate project, but will not count as work hours (e.g. will receive Friday off to work on the investigation).

7. How are the working days and hours built up?

Schedule 7:30 am - 4:30 pm, Monday to Friday, Friday schedule can be more flexible if necessary for a trip, etc. ILISA provides flexibility in adapting to the intern's needs (especially regarding time for separate assignments), should the respective responsibility allow.

8. Are there any dress codes?

Business casual