GEDU COLLEGE OF BUSINESS STUDIES

ROYAL UNIVERSITY OF BHUTAN

POSITION PROFILE

1. JOB IDENTIFICATION

1.1 Position Title	**:** Assistant/ Student Service Officer
1.2 Position level	**:** 8/7
1.3 Occupational Group	**:** Administrative and Technical Services
1.4 Mode of Employment	**:** Regular
1.5 College/OVC	**:** Gedu College of Business Studies

2. MAIN PURPOSE OF THE POSITION

2.1 Provide quality student support services to ensure their welfare and well-being such as health, career counselling, sports, and other co-curricular activities.

3. GENERAL ROLES AND RESPONSIBILITIES

3.1 Look after the welfare and care of the students for the designated residential areas/ hostels under the guidance of Dean of Student Affairs;

3.2 Contribute to providing a safe, inclusive and respectful environment for living and learning; in particular, shaping a high-quality residential experience for the student in the College;

3.3 Assist in inducting new students to hostels and familiarizing them with student rules, regulations, common norms and standards in the hostels;

3.4 Assist in coordinating with the academic advisor to monitor and support student learning;

3.5 Assist in managing and administering student affairs for the given residential area including record keeping;

3.6 Listen to students' problems and help them to find resolutions where relevant and refer students to appropriate services such as student support, disability services, counseling, medical services, management etc.;

3.7 Manage hostel facilities and its surroundings in terms of cleanliness and upkeep of the facilities;

3.8 Coordinate and support student activities for the hostel related to social and community services, literary activities, social engagements and other useful events; and

3.9 Any other tasks as may be assigned from time to time.

4. SPECIFIC ROLES AND RESPONSIBILITIES

4.1 Look after the welfare and care of the students for the designated residential areas/hostels under the guidance of the Dean of Student Affairs.

4.2 Contribute to providing a safe, inclusive and respectful environment for living and learning; in particular, shaping a high-quality residential experience for the student in the College.

4.3 Assist in inducting new students to hostels and familiarizing them with student rules, regulations, common norms and standards in the hostels.

4.4 Assist in coordinating with the academic advisor to monitor and support student learning.

4.5 Assist in managing and administering student affairs for the given residential area including record keeping.

4.6 Listen to students' problems and help them to find resolutions where relevant and refer students to appropriate services such as student support, disability services, counselling, medical services, management etc.

4.7 Manage hostel facilities and its surroundings in terms of cleanliness and upkeep of the facilities.

4.8 Coordinate and support student activities for the hostel related to social and community services, literary activities, social engagements and other useful events.

4.9 Support DSA office.

4.10 Any other tasks may be assigned from time to time.

5. KNOWLEDGE, SKILLS & ABILITIES (KSA) REQUIREMENTS

5.1. Education: Minimum of a Bachelor's Degree

5.2. Experience: Relevant work experience will be an added advantage.

5.3. Knowledge, Skills and Abilities

5.3.1. Excellent written and oral communication skills

5.3.2. Excellent computing skills such as MS office/equivalent applications, and others

5.3.3. Resilience, high problem-solving abilities, attention to detail and a sense of humor

5.3.4. Excellent interpersonal skills to engage with students and relevant stakeholders

5.3.5. Able to effectively manage the activities, events, and time

5.3.6. Ability to set priorities of the workloads, and work to meet deadlines in high pressure scenarios

5.3.7. Able to market and promote initiatives and services creatively with impact