



**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
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