



**ROYAL UNIVERSITY OF BHUTAN
GEDU COLLEGE OF BUSINESS STUDIES
POSITION PROFILE**

1. JOB IDENTIFICATION:

- 1.1 Position Title : Asst. Student Service Officer
1.2 Position Level : 8
1.3 Occupational Group : Administrative & Technical
1.4 Mode of Employment : Regular-1 Contract-1 (male) Contract-1 (Female)
1.5 College/OVC : Gedu College of Business Studies

2. MAIN PURPOSE OF THE POSITION:

- 2.1 The primary responsibility of the position is to assist the Director of College Operations to look after the welfare of students.

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 Director of College Operations;
3.2 Contribute to providing a safe, inclusive and respectful environment for living and learning; in particular, shaping a high quality residential experience for student in the College;
3.3 Assist in inducting new students to hostels and familiarizing them to 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 Carry out any other task that may be assigned from time to time.

4. SPECIFIC ROLES AND RESPONSIBILITIES:

- 4.1 Understand various policies, procedures and processes related to student services and assist in implementing the policies;
- 4.2 Assist in maintaining records of services rendered to students for any kind of support and services both during and after graduation of students;
- 4.3 Maintain up-to-date information on students for any kind of studies by programme area, level of programme, gender, nationality etc.;
- 4.4 Assist in carrying out student selection and registration in an effective, efficient and in accordance with the policy;
- 4.5 Assist in organizing committee meetings related to students services and draft minutes and communicate follow-ups with the relevant members;
- 4.6 Liaise with the colleges and update student selection criteria;
- 4.7 Assist in conducting student selection and admission required to be done centrally;
- 4.8 Carry out any other duties as may be assigned by the Registrar from time to time.

5. KNOWLEDGE, SKILLS & ABILITIES (KSA) REQUIREMENTS:

5.1 **Education:** Bachelor's Degree

5.2 **Experience:** Relevant work experience will be an added advantage. Preferences will be given to those with relevant work experience in Sports and Physical Education or Counselling or Health Service while shortlisting.



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 details 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