

JOB DESCRIPTION

Title	Student Assistant (Student Services)
Institute/Department	Student Academic Service
Reports to	Coordinator (Administration)
Location/Campus	Kukum Campus

Summary

- To ensure that the services rendered to students are of quality and to address issues that concern students' wellbeing at the University.
- To ensure that the goals and objectives of the Student Academic Services are achieved through prompt response to students' needs.

Roles and responsibilities of Secretary

Administration

- Manning the Student Academic Services front desk and receiving all student enquiries.
- Responding to student queries in a friendly, helpful and polite manner and striving to satisfy every customer's needs.
- Vet all documentation at the front desk to ensure that they are filled out correctly and are complete.
- Distribute and receive application forms for enrollment and dispatch them to appropriate staff for data input.
- Make available course withdrawal, transcript, completion, and certificate and tuition refund forms to students requiring them.
- Ensure the availability of all documentation required for operations at the front counter at all times and when required by students.

Communication/Customer Service

- Listen and refer to all information available online and in publications when answering queries.
- Keep responses private and audible only to the customer.
- Provide services and follow up on customer queries within agreed turnaround times.
- Provide feedback and advice appropriately and responsible for directing students to appropriate offices and authorities in the University.

Initiative

- Assist the Admission, Enrollment & Service team in key activities relating to student support services.
- Assist with photocopying and reprographic works in the Student Academic Services.
- To undertake any other duties and responsibilities, appropriate to the grade, that may be determined by the manager from time to time.

Problem solving and impact

- Vet all documentation at the front desk to ensure that they are filled out correctly and are complete.

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 - Provide feedback and advice appropriately and responsible for directing students to appropriate offices and authorities in the University.

Working Environment

- Manning the Student Academic Services front desk and receiving all student enquiries.

Minimum Qualification Requirement

Diploma of Business (Administration).

Experience

- At least 3 years of administrative working experience in a similar working environment.
- Well written and oral communication and interpersonal skills.
- Ability to provide, and a strong commitment to effective and timely client service
- Have demonstrated the ability to work under minimum supervision and meet deadlines.
- Demonstrated ability to deal with tact and confidentiality and highly sensitive issues.
- Have good office organizational management and administrative skills.
- Be a team player and have the ability to work in teams.
- Have good skills in the use of computer applications.
- Be punctual for work.
- Maintain a high level of responsiveness to students' needs.

Desirable for the position:

- Willing to work after hours to complete tasks.
- Have demonstrated the ability to work under minimum supervision and meet deadlines.
- Demonstrated ability to deal with tact and confidentiality in highly sensitive issues.
- Have good office organizational management and administrative skills.
- Be a team player.
- Have good skills in the use of computer applications.
- Be on time for work.

Terms and Conditions

The position is for three (3) years under an employment contract. Remunerations and benefits will according to the SINU Salary level for Officers under the General Support Services Stream. The contract is renewable subject to good performance.