

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 Staff
1.4 OVC/College	: Samtse College of Education

2. MAIN PURPOSE OF THE POSITION:

The primary responsibility of the position is to assist the Dean of Student Affairs to look after the welfare of students and also to multitask in performing other administrative responsibilities whenever required by the College Management.

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 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 for the enhancement of the aesthetic ambience of the hostels;
- 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 may be assigned from time to time.

5. KNOWLEDGE, SKILLS & ABILITIES (KSA) REQUIREMENTS

5.1 Education: Bachelor

5.2 Experience: Preferable but not essential

5.3 Knowledge Skills and Abilities

5.3.1. Communication Skills. Strong communication skills both in Dzongkha and English languages to be able to interact effectively with clarity and focus with students and staff colleagues.

5.3.2. Interpersonal Skills. Sociable, friendly, approachable, patient, empathetic, emotionally sensitive, and resilient in dealing with student welfare and wellbeing issues.

5.3.3. Negotiation Skills. Ability to deal tactfully and guide students with their conduct and behavior and negotiate amicably to resolve student matters in close consultation with the Dean of Student Affairs and student leaders.

5.3.4. Sincerity, honesty, and integrity. Sincere and honest in executing one's responsibility with commitment and professionalism beyond the call of duty without the need for supervision and monitoring by the supervisors.

5.3.5. Problem-solving Skills. Address issues and concerns related to student's welfare and wellbeing via solutions and interventions that are creative and innovative.

5.3.6. Organization and Time Management. Well-planned, organised and effective in time management to meet deadlines and carry out multiple job responsibilities such as maintaining and updating student records, inventory of hostel facilities, student referrals for students, etc.

5.3.7. Computer Skills. Proficient in using office software such as word processing, spreadsheet, and database applications for maintaining student records and generating reports related to students' wellbeing matters in the College.

5.3.8. Knowledge of RUB Student Code of Conduct and Ethics. Be conversant and knowledgeable about RUB Student Code of Conduct and Ethics and other regulations related to student conduct and discipline to provide necessary guidance and help to at risk students.

5.3.9. Knowledge of Student Support Services. Awareness of the various support services available to students, such as counseling, tutoring, health, accommodation, and referral for enhanced student wellbeing and safety in the College.

5.3.10. Teamwork. Ability to work as a team in collaboration with the Dean of Student Affairs, student leaders, staff colleagues, and the general student body of the College in the

realization of the overall vision of the College to become a “Centre of excellence committed to research and innovation in education.”