

**Call for the position of:**

## **Student Services Center Manager**

Anglo-American University announces a search to fill the **full-time administrative position of Student Services Center Manager**.

Anglo-American University is the oldest private university in the Czech Republic, offering BA and MA programs with Czech and American accreditation in a uniquely international environment to students from more than 80 countries across the world. With more than 80% of students coming from outside the country, AAU is one of the most international universities in the world.

Our mission is to provide high-quality education through personalized interaction between students and faculty in a diverse international environment. To do so, we are looking for a **responsible and friendly colleague to join our Student Services team**.

### **General Description:**

The Student Services Center Manager leads the AAU Student Services Center team and is responsible for providing administrative support to AAU students and alumni. The Student Services Center Manager serves as a resource for students regarding legal, administrative and extracurricular information and supports other staff through reporting and planning. The Student Services Center Manager manages scholarships and is also responsible for organizing the annual Graduation Ceremony and communicates with the government authorities (Ministry of Interior, Ministry of Education, Registry Office).

The Student Services Center Manager reports to the Dean of Students.

### **Responsibilities:**

- Supervise and provide leadership to the Student Services Center team.
- Maintain student files after students matriculate at AAU.
- Administer legal procedures and documents related to studies at AAU (including student contracts, governmental scholarships, etc.)
- Serve as a resource regarding relevant legal information to students (including visa, health insurance, and other duties and privileges implied by the student status)
- Issue confirmation of studies for various purposes for current and former students (for tax office, to open a bank account, for health insurance companies, for visa purposes, for labor office, for social services office etc.)
- Issue official and unofficial transcripts; ensure that study abroad students are issued the official transcript at the end of the semester and delivered to the study abroad agency.
- Issue diplomas (and replacement diplomas) and diploma supplements: prepare all data for diploma printing, cooperate with the print company, ensure that all program requirements are completed and prepare diploma supplements. Ensure all diplomas and diploma supplements are signed, copied and filed. Make a list of all graduates and coordinates with Bursar's Office and Library staff to identify students in debt to the university.
- Carry out official communication especially with the Ministry of Interior, Foreign Police, public service bodies etc.

- Issue AAU ID cards for students, assign each card to a student and charge it for each semester, solve possible problems with cards
- Administer records and registration in AAU student information system, such as:
  - Entering grades
  - Creating codes for newly accredited programs and add new courses into the student system
  - Open new academic year and semesters in the student system
  - Open all courses under all programs in each semester in the student system
  - Create the schedule for each course and assign the lecturer to each course in the student system; manage updates as they happen
  - Input all state exams results into the student system and manage data which is needed for the diploma supplement
  - Register, add, and drop the students into courses each semester
  - Transfer courses from other universities to the AAU system at the direction of the Academic Deans; inform students about the financial conditions of transfers.
  - Complete program change processes for students
  - Complete the process of AAC-AAU transfer
  - Enter information about Erasmus incoming and outgoing students in student management system, enter information about outgoing AAU students to university exchange programs
  - Terminate studies of the study abroad students after each semester
  - Supervise course waiting lists and ensure communication with students and Schools of Study
  - Ensure all new students have access to the student information system
  - Change open/incompletes grade to “F” after the deadlines
  - Interrupt the studies of students, terminate the studies of students, prepare the lists of not registered students for termination letters. Completes the administrative process of the steps above.
- Create reports from Student Information System
  - Prepare the list of students with GPA 3.5 and above, makes sure they all fulfill the conditions for merit based scholarships and submit this information to financial specialist
  - To prepare the report for the Registry Office (matrika) 4x year for AAU, and partner universities
  - Prepare the list of students with low GPA before each semester, send it to the Schools of Study, inform students about academic probation (send the letters to the students, file the letters). File suspension letters and make the appropriate steps in the AAU system.
- Create and update forms distributed by SSC based on new rules implemented
- Propose annual academic calendar
- Coordinate the creation of logins and passwords for AAU email for students
- Assist with orientation days for new students
- Communicate with current and former students in person and via email
- Organize and supervise the annual Graduation Ceremony including booking of all services needed; communicate with service providers, communicate with graduating students, cooperate with the marketing department on promotional materials etc.
- Manage enrollment processes for study abroad students, communicate with study abroad providers

and their students, register students, prepare and supervise online registration

- Communicate and work closely with the staff of each School of Study
- Collect all potential problems with the AAU student information system and communicate with the provider. Supervise the issues at “VRK helpdesk”; assign new tasks to the system provider based on the needs of the department. Cooperates with VP for academic affairs, system provider and other members of AAU departments on implementation of changes due to the nostrification requirements.
- Communicate with students who have not registered each semester; explain the registration process as needed.
- Manage student correspondence, such as interruption, termination, and expulsion letters.
- Communicate with US military veterans and assist with veterans’ benefits
- Other activities according to instructions of Dean of Students

**Profile:**

- Excellent Czech and English
- Friendly demeanor and a student-focused approach
- University degree
- Superior organization and communication skills
- Ability to work with people from culturally diverse backgrounds
- Strong PC skills, i.e. MS Office, Google Apps and student information systems
- Professional background in university education and specifically registrar services is an advantage

**We offer:**

- Multicultural, international environment
- Possibility of personal development (taking university courses free of charge)
- Friendly staff and colleagues
- One-hour lunch break included in the eight-hour daily working time
- 5 weeks of paid vacation per year
- 5 sick days per year

**Salary:**

- CZK 35,000 - 37,000 gross per month

Interested candidates should send their CV and a cover letter, including one reference contact, to [lucie.kacovska@aauni.edu](mailto:lucie.kacovska@aauni.edu). The reviews of the applications and interviews will start after November 12, 2020 and will continue until the position is filled. It is expected that the selected candidate will assume the position immediately or by agreement. **The contract will be concluded for one year; in case of satisfaction and good financial results of the university, the contract may be prolonged indefinitely.**

For more information about the University, visit the website of [Anglo-American University](https://www.aauni.edu).