
NOSTRIFICATION ASSISTANT/STUDENT SERVICES ASSISTANT

General Description:

The Nostrification Assistant/Student Services Assistant is a member of the AAU Student Services Center team. The position is divided into the role of the Nostrification Assistant which will contain 60% of the agenda and the role of Student Services Assistant which will contain 40% of the agenda.

The Nostrification Assistant / Student Services Assistant serves as a first point of contact for students, alumni, faculty and staff and is responsible for providing outstanding customer service in person and via email. The Nostrification Assistant/Student Services Center Assistant provides administrative support, answers frequently asked questions, maintains files, and collects and issues documents.

The Nostrification Assistant/ Student Services Assistant reports to the Dean of Students.

Responsibilities:

Nostrification Assistant - 60%

- Answer general nostrification queries and offer general assistance.
- Assist students in communication with high schools conducting Nostrification exams, communicate exam requirements to students.
- Accompany students to the Regional Authority in urgent cases to assist with their proceedings.
- Liaise with external Nostrification and translation companies.
- Collaborate with Nostrification Specialist to coordinate responses to student emails.
- Other activities according to instructions of Dean of Students

Student Services Assistant - 40%

- Collect and file student's diploma and transcripts.
- Issue admission decisions for newly admitted students after document collection.
- Follow up with students regarding missing documents in their student file.
- Provide guidance and information on student files to both students and staff
- Respond to emails, answer phone calls, greet visitors to the office
- Maintain Student Services Center inbox
- Issue confirmation of studies and AAU ID cards for students
- Issue official and unofficial transcripts
- Register students into AAU courses each term
- Maintain accurate records in AAU's student information system
- Assist with administration of student contracts every term

Profile:

- Excellent Czech and English
- Friendly demeanor and a student-focused approach
- Superior organization and communication skills

- 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.

Interested candidates should send their CV and a cover letter, including one reference contact, to lucie.kacovska@aauni.edu. The reviews of the applications and interviews will start immediately and will continue until the positions are filled. It is expected that the selected candidates will assume their position as soon as possible or upon agreement.

For more information about the University, visit the website of Anglo-American University.