

## Student Services Specialist

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

Anglo-American University is the oldest private university in the Czech Republic, offering undergraduate and graduate programs accredited both in the Czech Republic and the United States of America. Our mission is to provide high-quality education through personalized interaction between students, faculty, and staff in a diverse, international environment.

### **General Description:**

Student Services Center Specialist is a member of the AAU Student Services Center team.

Student Services Specialist is responsible for providing administrative support to the current AAU students and alumni in terms of issuing confirmations and providing information. He/she serves as a resource for students regarding legal, administrative, and extracurricular information and supports other staff through reporting and planning (AY). Student Services Center Specialist is also responsible for organizing communicating with the government authorities (Ministry of Interior, Ministry of Education, Registry Office).

Student Services Center Specialist reports to the Dean of Students.

### **Main responsibilities**

- Communicate with students via phone, e-mail and in-person or other modes of communication
- Organize and maintain office files and student records including confidential materials
- Serve as a resource regarding relevant legal information to students (including visa, health insurance, and other duties and privileges implied by the student or other status)
- Update timetables and post them on AAUNET and AAU website
- Assist with New Student Orientation
- Issue confirmation of studies for various purposes for current and former students
- Issue official and unofficial transcripts
- Issue the diplomas and diploma supplements
- Issue AAU ID cards for students, assign each card to a student and charge it for each semester, solve possible problems with cards
- Enter the grades into the AAU student information system
- Register the students into the courses
- Create new forms, based on newly implemented rules involving SSC
- Coordinate the creation of logins and passwords for AAU email for students, update emails in ISIS
- Create the schedule for each course and assign the lecturer to each course in the student information system
- Collect data for Graduation (Grad. and St. Ex. Appl. forms)
- Draft detailed reports for internal and external stakeholders
- Other activities according to instructions of the Dean of Students

**Profile:**

- Excellent organizational skills and multitasking ability
- Extremely detailed oriented, responsible, and communicative
- Able to offer personalized approach to students
- Able to effectively prioritize workflow
- Able to work with people from a variety of culturally diverse backgrounds
- Ability to adjust to new regulations quickly and effectively
- Responsible and reliable
- High standards of ethics and confidentiality to handle sensitive information
- Salesforce experience is preferred but not required
- Excellent Czech and English

**We offer:**

- Multicultural, international environment
- Possibility of personal development (taking university courses free of charge)
- 5 weeks of paid vacation per year
- 5 sick days per year
- Lunch break included in the working hours

Interested candidates should send their **CV and a cover letter**, to [lucie.kacovska@aauni.edu](mailto:lucie.kacovska@aauni.edu). The review of the applications will start after **July 20th, 2022** and will continue until the position is filled. It is expected that the selected candidate will assume the position **immediately or by agreement**.

For more information about the University, visit [Anglo-American University website](#).