Call for the position of:
Student Support and Immigration Counselor

Department: Student Support and Resources
Direct Supervisor: Director for Admissions and Student Support

General Job Description:
Anglo-American University (AAU) is seeking an approachable and proactive Student Support and Immigration Counselor to join its Student Support and Resources team full-time from January or February 2027.

In this role, you'll be a trusted point of contact for degree-seeking students, providing practical guidance, following up on outstanding requirements, and helping them access support. You'll also support the Registrar's Office in its daily operations, maintain accurate student records, and guide international students through visa and residence permit procedures.

We're looking for someone who enjoys building relationships with students, takes ownership of follow-up, and brings the same care to administrative details as to helping people.

Specific Duties and Responsibilities:

Student Guidance and Support:
- Assist and guide current students and alumni with administrative procedures, requirements, and requests.
- Deliver an exceptional, one-on-one service experience for every student, parent or other stakeholder.
- Conduct regular follow-ups with current degree-seeking students to ensure records are complete and identify support needs.
- Ensure timely responses to inquiries and accurate communication with relevant stakeholders.

Registrar's Office Support:
- Work closely with the Registrar's Office to support its day-to-day operations.
- Organize and maintain accurate office files, data, and student records, ensuring confidentiality.

- Prepare and issue student documents, including confirmations of study, student ID cards, and diplomas, and maintain document templates in Salesforce and PDF Butler.
- Maintain and update information on timetables, courses, and grades in coordination with relevant colleagues and IT.
- Help students understand administrative requirements associated with their student status, including health insurance, and refer specialized inquiries to the appropriate colleagues or authorities.
- Prepare reports and dashboards on student enrollment, retention, and other indicators for internal and external stakeholders.

Immigration Support:

- Provide guidance to international students on visa and residence permit applications, renewals, and related administrative requirements.
- Maintain up-to-date records of students' visa and residence permit expiry dates and send timely reminders about renewals and relevant deadlines.
- Help students understand application requirements, prepare supporting documents, complete forms, and navigate appointment booking and submission procedures.
- Coordinate the timely issuance of university documents required for immigration purposes, including confirmations of study.
- Assist students with understanding correspondence from immigration authorities and identifying the next steps they need to take.
- Maintain current information on relevant procedures and refer students to official authorities or specialist services when needed.

Assist with further Student Support and Resources Department activities when needed.

Profile:

- Czech or Slovak proficiency at C1 level or higher.
- English proficiency at C1 level or higher.
- Experience in student services, administration, immigration support, or a related field.
- Strong organizational skills, attention to detail, and the ability to manage competing priorities.
- A welcoming, approachable manner and a commitment to excellent student service.
- A proactive approach to student outreach, follow-up, and problem-solving.

- Clear communication skills and the ability to explain procedures and requirements.
- Confidence working with students from diverse cultural backgrounds.
- Ability to learn new procedures and adapt to changing regulations.
- Sound judgment, discretion, and confidentiality when handling sensitive information.
- Strong computer skills and confidence working with databases.
- Salesforce experience is preferred but not required.

We offer:

- Full-time position.
- 25 days of paid vacation per year and 5 sick days.
- Option to work from home two days per week after the probationary period.
- Seven hours of work and a one-hour paid lunch break within a 9 a.m.-5 p.m. schedule.
- Discounts on studies at AAU.
- Contribution toward a MultiSport card.
- Work at a prestigious university in an inspiring palace under Prague Castle.
- Multicultural, international environment.
- A friendly, supportive team.

Interested candidates should send applications to workwithus@aauni.edu.

Applications should include:

- An up-to-date CV in English
- A brief cover letter in English (maximum one page) outlining your motivation, relevant experience, and an example of how you have combined helpful, personalized service with accurate administration and follow-up.

Applications will be reviewed from November 9, 2026, until the position is filled. The candidate is expected to start in January or February 2027.