**CECOS UNIVERSITY JOB DESCRIPTION**

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| **Position Title**  | Assistant Manager, OSA |
| **Department**  | Office of Student Affairs (OSA) |
| **Reporting Relationship**  | Dean/Manager OSA |

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| **Position Description:** The Assistant Manager Office of Student Affairs (OSA) plays a critical role in supporting and managing student-related services and activities. This includes fostering student development, engagement, and wellbeing by overseeing administrative and operational functions of the department. The role involves providing guidance on student policies, managing student records, organizing events, and liaising with other departments to enhance the student experience. |

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| **Required Qualification, Experience and Skills** |
| **Qualifications** | * Bachelor’s degree in Education, Student Affairs, Business Administration, Engineering or a related field (Master's degree preferred).
* Certifications in counseling, student services, or event management are an advantage.
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| **Minimum experience**  | * Minimum of 3-5 years of experience in student services, administration, or a related role, preferably at the university level.
* Experience in managing student programs, engagement initiatives, and leadership development activities.
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| **REQUIRED JOB COMPETENCIES (Technical and Soft Skills)**  |  |
| *S#*  | *Competency*  | *Criticality (High / Low /* *Medium)*  |
| **1.** | Strong communication and interpersonal skills, with the ability to interact effectively with students, faculty, and staff. | High  |
| **3.** | Problem-solving abilities and capacity to handle sensitive student issues with discretion and care. | Medium |
| **4.** | Excellent organizational skills, including the ability to manage multiple tasks, meet deadlines, and oversee large events. | High  |
| **5.** | Proficiency in Microsoft Office Suite and student information systems  | High  |
| **6.** | Leadership and supervisory skills to manage a small team. | Medium  |

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| **Personal Attributes** |
| **1.** | Empathy and understanding towards student concerns. |
| **2.** | High level of integrity and professionalism in handling confidential matters. |
| **3.** | Team player with a collaborative approach to working with other departments. |

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| **ROLES & RESPONSIBILITIES** |
| 1. **Student Services and Support**
* Serve as a primary point of contact for student inquiries and concerns, providing guidance and support on academic, personal, and administrative issues.
* Coordinate counseling services and refer students to appropriate support resources when needed.
* Ensure effective communication between students, faculty, and administration.
1. **Student Development and Engagement**
* Assist in developing and implementing programs that foster student leadership, engagement, and personal development.
* Organize student orientation, events, and workshops to enhance student life on campus.
* Manage student clubs and societies, ensuring compliance with university policies and alignment with student goals.
1. **Policy Implementation and Compliance**
* Ensure that student-related policies are communicated, understood, and enforced across the university.
* Support in reviewing and updating policies in collaboration with the Dean / Manager OSA.
* Manage disciplinary issues in coordination with the university's disciplinary committee, maintaining records of actions taken.
1. **Financial Assistance & Management**
	* Communicate with students and parents about outstanding fees, payment plans, and deadlines.
	* Coordinate with the finance department to track fee defaulters and take appropriate actions, including issuing reminders, holding meetings, and imposing penalties, where applicable.
	* Provide regular fee recovery reports to management, ensuring transparency and accountability in the fee collection process.
	* Assist students in understanding financial obligations and available payment options, including scholarships, loans, or financial aid.
2. **Data Management and Reporting**
* Oversee student record management, ensuring that data is accurate and up to date.
* Generate reports on student demographics, program participation, and feedback to assist in university decision-making.
1. **Administrative Duties**
* Oversee daily operations, including scheduling meetings, managing office supplies, and responding to correspondence.
* Supervise and guide junior staff within the Office of Student Affairs.
1. **Cross-Departmental Collaboration**
* Work closely with academic departments, administrative offices, and student services to support holistic student development.
* Liaise with the career services department to support student employability and internships.
1. **Event Planning and Coordination**
* Coordinate the planning and execution of university events such as graduation ceremonies, student fairs, and other key student activities.
1. **Any other:**
* As directed by Dean/Manager OSA
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