RCSI + UCD MALAYSIA CAMPUS (formerly Penang Medical College)	**JOB DESCRIPTION (JD)**
DEPARTMENT	**STUDENT SERVICES**
POSITION	**STUDENT SERVICE MANAGER**
REPORTING TO	**DEPUTY REGISTRAR**

POSITION SUMMARY:

The Student Service Manager oversees the day-to-day running of the Student Services department and performs a variety of coordination and administrative duties to provide effective and efficient services and ensure a positive student experience.

DUTIES AND RESPONSIBILITIES:

The employee will at all times, observe and carry out faithfully and conscientiously all duties and responsibilities that are assigned by the Deputy Registrar, and observe all discretion with regard to the information acquired during the service employment with the Company, and thereafter if the employee leaves its service.

Job Responsibilities:

General

- Assists with the planning and development of a set of goals and objectives for the student services unit in conjunction with the University strategic planning. Implements goals and objectives.
- Responsibility for the effective management and deployment of staff in Student Affairs, including recruitment, performance management and development of staff.
- Monitoring and reporting on the implementation of a Quality Improvement Plan in Student Affairs.
- Attends and participates in staff meetings, professional development seminars and other student support related meetings.
- Assists with accreditation review; coordinates logistics, scheduling and other related Student Affairs matters.
- Provide weekly/monthly reports as requested by Head of Department.
- Promote highest levels of customer service.
- Work in achieving Key Performance Indicators (KPIs) assigned by Head of Department
- Discharge any other duties, responsibilities and assignments for the benefit of RUMC from time to time not specifically mentioned here as directed by the Management.

Student Journey
- Coordinates and administers student support from university acceptance, through enrolment, to completing their studies, graduating, continuing their learning, and keeping in touch as an alumnus.

Student Welfare
- Counsels and confers with students providing program procedures, policies, goals, and objectives, technical guidance, and problem resolution. Directs students to appropriate advisor or departmental manager.
- Oversee the delivery of significant aspects of the counselling services strategic and operational plan.
- Students in crisis - coordination of the University response in situations of personal crisis or community crisis.

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Student Accommodation

- Review University students support initiatives to ensure student, faculty, and administration needs are met.
- Oversee the day-to-day running of the Accommodation Services such that students are able to secure suitable accommodation throughout their studies including at the start of the academic session and during hospital postings, in both Penang and Dublin.
- Monitoring administrative operations related to RUMC accommodation services, including but not limited to processing applications, payments and allocation, preparing and executing contracts from
- start to completion, attending to students moving in/out, maintaining and updating accommodation records and attending to complaints/feedback.
- Responsible for marketing and maximizing occupancy rates of RUMC accommodations.
- Accommodation appeals and appeals of other administrative decisions involving students.

JOB REQUIREMENTS
- Candidate must possess at least a Degree in any field.
- At least 6 Year(s) of working experience in the related field is required for this position.
- Preferably Manager specialized in Education or equivalent.
- Strong organizational skills and demonstrated ability to meet deadlines and targets.
- Ability to work in a high-pressure environment.
- Excellent communication & Interpersonal skills.
- Willing to work extended hours when required.