



## JOB DESCRIPTION

<b>Position Title</b>	<b>:</b>	<b>Student Services Coordinator</b>
<b>Department</b>	<b>:</b>	<b>Student Experience / Student Services Department</b>
<b>Report to</b>	<b>:</b>	<b>Student Services Center Manager</b>
<b>Location</b>	<b>:</b>	<b>Phnom Penh</b>

### I. Position Summary:

The University of Puthisastra is strongly focused on the health sciences, technology, and professional fields. We emphasise high quality education, employability, and English-language proficiency – all underpinned by an exceptional student experience.

The Student Services Coordinator plays a pivotal role in the provision of exceptional support, engagement, and welfare services that enhance the student experience, foster student success and retention, and align with UP's mission of producing graduates who are work-ready, ethical, and globally competent.

The role supports the Student Services Department's operational plan and University strategy and objectives.

### II. Duties and Responsibilities:

Under the leadership of the Student Services Manager, the duties and responsibilities of the Student Services Coordinator include:

#### a) Student Engagement, Experience and Outreach

- Ensure consistency of practice and maintenance of optimal service levels,
- Plan and coordinate student activities, clubs, events, and workshops (academic, social, cultural, wellness-related),
- Encourage student participation in extracurricular activities that build skills and community spirit,
- Organising Student Missions and other official Student Projects,
- Support Student Senate to provide effective representation for students,
- Help create a friendly, supportive space for individual and group study,
- Promote Student Services workshops, well-being and learning activities to students, and staff (where applicable),
- Gather and respond to student feedback to improve services and programs.

#### b) Student Support and Welfare

- Provide guidance and support for students facing academic, personal, or social challenges,
- Refer students to specialised support (e.g., academic advisors, mental health services, financial aid),

- Develop, implement and review out-of-classroom student leadership programs, career planning and Peer Assisted Student Support (PASS), and academic counselling activities,
- Support academic advising regarding the University's academic programs, scholarships, internships and financial aid,
- Support the provision of safety and security of students on campus and at University-related events including field trips. Contribute to creating a safe, inclusive, and supportive campus environment.

**c) Orientation and Transition Support**

- Organise orientation programs for new students to help them integrate into University life,
- Develop resources and guides to assist with University policies, facilities, and services.

**d) Communication and Information Services**

- Digital engagement and communication are significant parts of the role,
- Act as a point of contact for student queries about University services and policies and interpret and implement UP policies and regulations,
- Manage communication channels for student announcements, newsletters, or social media,
- Ensure students are well-informed about events, deadlines, and opportunities.

**e) Records and Reporting**

- Maintain accurate records of student participation in services and activities,
- Collect data for reports on student engagement, satisfaction, or retention,
- Assist with surveys or research related to improving student services.

**f) Collaboration with Other Departments**

- Work closely with:
  - Faculties and Departments across the University to represent and support students,
  - Counselling services,
- Support integrated projects like employability programs, English-language initiatives, and community engagement.

**g) Event Management**

- Plan and execute University events such as:
  - Careers workshops,
  - Cultural festivals,
  - Graduations,
  - Health campaigns,
  - Orientation of new students,
  - Student Awards,
  - Student Clubs.

**h) Policy Implementation**

- Help enforce University regulations related to student conduct, welfare, and safety,
- Educate students about University policies and procedures.

**i) Administrative and Operational Support**

- Other duties as directed.

**III. Qualifications and Experience:**

The Student Services Coordinator at UP is a crucial link between students and the University, ensuring students are supported, connected, and able to thrive both academically and personally. They help deliver a student experience that reflects UP's vision of producing capable, ethical, and globally competitive graduates.

The following attributes will be highly valued:

**a) Essential:**

- UP promotes digital literacy and modern learning approaches, so digital engagement and communication are significant parts of the role,
- Good communication skills in Khmer, and English proficiency (speaking, reading, writing),
- Culturally sensitive and empathetic,
- Organised and detail-oriented and comfortable working in a fast-paced environment,
- Ability to handle confidential information sensitively,
- Customer-service mindset focused on student success,
- A friendly and helpful attitude with a willingness to support students,
- The University emphasizes employability, so collaborating with career services is crucial.

**b) Desirable:**

- Associate degree or Bachelor's degree (Social Science, Education, or related field ***preferred*** but not essential. Other qualifications and/or experience will be considered.)
- Experience working with university students or young adults

**Note: Candidates with a positive attitude and commitment to learning new skills should submit an application for this role, even in the absence of the *desired* skills.**

**The University of Puthisastra is committed to the further training and development of its team members.**

**IV. Personal Attributes:**

- Passion for learning and education.
- Patience and good interpersonal skills.
- Team-oriented and dependable.
- Willingness to learn and grow in the role.

**V. Work Conditions:**