



## JOB DESCRIPTION 2025

Position Title	:	Student Services Officer
Department	:	Student Experience / Student Services Officer
Report to	:	Student Services Coordinator
Location	:	Phnom Penh

### 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 Officer is a key member of the University's support team, working to enhance the student experience, promote student success, and ensure smooth day-to-day operations related to student life.

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 and the Student Services Coordinator, the duties and responsibilities of the Student Services Officer include:

- **Support and Welfare** as the **first point of contact** - You're the person who helps students navigate university life—**solving problems, celebrating wins**, and **supporting** them through challenges. You're not just behind a desk. You're **changing lives**.
- **Administrative Support** - You'll **know everyone**. Students, faculty, clubs—you're the **heartbeat of campus life** including student registration, scholarship application and selection, and graduation processes, university policy information and support
- **Engagement and Activities** – You are **active, people-focused**, and **creative**. The role is a balance of administration, student interaction, and project work. One day you're running a student orientation program, the next you're designing a digital feedback form or launching a mental health awareness week
- **Collaboration across Departments** to **represent** and **support** students
- **Administrative and Operational Support** - You'll gain real experience in **leadership, communication**, and **problem-solving**—skills that further develop your career. You'll gain exposure to **student advising, event planning**, and **data management**, and you will develop **presentation, mediation**, and **digital communication skills**
- **Creative Freedom** – Do you have an **idea for a better way** to welcome new students or promote mental health? You can make it happen. If you have experience in the use **of tech tools, social**

**media, surveys** – that’s great! We’re building a **collaborative workplace culture** Student Services.

### III. Qualifications and Experience:

The Student Services Officer is the “bridge” between the university faculties, administrative departments and the students, ensuring students feel welcomed, supported, and empowered to succeed.

The following candidate attributes will be highly valued:

#### a) Essential:

- 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
- Understanding of student services functions in a university context
- Knowledge of relevant policies, procedures, and regulations governing university operations, student welfare, and support services.
- Good communication skills in Khmer, and basic English proficiency (speaking, reading, writing),
- Ability to maintain confidentiality and exercise discretion in handling sensitive student issues.
- Culturally sensitive and empathetic,
- Organised and detail-oriented and comfortable working in a fast-paced environment,
- Customer-service mindset focused on student success,
- A friendly and helpful attitude with a willingness to support students.

#### 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
- Demonstrated commitment to delivering high-quality, responsive, and empathetic support to students from diverse backgrounds.
- Comfortable using digital tools (e.g. spreadsheets, databases, social media)

**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.**