JOB DESCRIPTION

Senior Student Affairs Officer

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<th>JOB DETAILS</th>
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<td><strong>Position Title:</strong></td>
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<td><strong>Department/Division:</strong></td>
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<td><strong>Reports to:</strong></td>
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<td><strong>Supervises:</strong></td>
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**JOB DESCRIPTION:**

**Student Affairs Operations:**
- Serve as the first point of contact for the Student Affairs Office
- Manage the Student Affairs general email (non-athletic info requests)
- Help answer general Student Affairs questions and follow up on student’s non-academic concerns
- Keep official Student Affairs meeting minutes and manage general Student Affairs Office files
- Manage student mail (letters, packages, etc.)
- Assist in the budgeting and planning of all events
- Plan, organize, execute and chaperone events both on and off campus for undergrad and graduate students (evenings and weekends (mostly Saturdays)
- Promote events by sharing event info with the RIT Dubai community via email, etc.
- Ensure that students participate in campus and external events by leading outreach
- Assist in the planning of large university events such as Fall and Spring new student orientations, One SpiRIT (Fall), Tigers Fest (Spring), Sports Days (Spring), Student Affairs Awards Night (Spring), SG Election (Spring) and Commencement. Additional university and external event support as needed.
- Assist in planning and executing all new student orientations for undergraduate and graduate students and graduation ceremonies
- Serve on the non-academic conduct committee
- General office duties as assigned including helping to maintain an organized and clean Student Affairs Office Suite

**Student Government, Student Clubs & Organizations:**
- Assist the associate director (student government advisor) with student government support
- Promote collaborations between the student government and student clubs and organizations
- Provide student leader event planning and execution support
- Support general community building among student leaders and the general student population
- Liaise with other offices and faculty to support student opportunities and initiatives as required
**Student Housing:**
- Liaise with the Dubai Silicon Oasis Student Accommodation (DSOA) staff in relation to all aspects of support for RIT student housing residents
- Coordinate fall, spring and summer semester housing requests, check in and check out dates with the DSOA staff
- Share housing information with prospective students.
- Follow up with students regarding DSOA complaints and issues

**Transportation:**
- Organize transport for special events (as needed)
- Coordinate with bus drivers for regular and additional bus trips for events as needed
- Follow up on complaints from students about bus drivers, pick up locations, timings, etc.
- Coordinate the commuter bus transportation for Fall and Spring semesters
- Manage all commuter transportation information needs by coordinating with the transportation provider and students, this includes being proactive and managing any service disruptions due to inclement weather conditions
- Coordinate with the housing team for housing/campus shuttle schedules
- Assist students with any housing/campus shuttle concerns or issues in conjunction with the housing team

**Study Abroad Students:**
- Assist with the coordinating documentation for incoming study abroad students, housing, visa, health insurance, etc.
- Coordinate airport pickup/departure for incoming study abroad students
- Arrange tours, activities and attend as chaperone
- Assist students with general needs and in the event of an emergency

**COMPETENCIES:**
- Positive Attitude
- Customer Service Focus
- Team Member
- Ownership Spirit
- Self-Initiator
- Conflict Management
- Dealing with Ambiguity
- Interpersonal Skills
- Emotional Intelligence
- Confidentiality

**PRINCIPLE ACCOUNTABILITIES & DELIVERABLES:**
- Responsible for achievement of all RIT Student Affairs goals and objectives with a focus on student satisfaction driven from positive customer service in the following areas: general office operations, student housing, transportation, student leadership in addition to on/off campus community building.
- Manage a positive reputation for RIT Dubai through positive communication and interaction with students, staff, faculty and the local community

**REQUIRED SKILLS & EXPERIENCE:**
- Excellent English communication skills, both verbal and written (REQUIRED)
- Fluent in Arabic, communication skills, both verbal and written (REQUIRED)
- Student Affairs experience
- Proficient in Microsoft Office suite (Word, PowerPoint, Excel, Adobe Photoshop, etc.)
- Strong organizational, customer service and people skills
- Strongly self-motivated, energetic with innate leadership abilities
- Experience working with students, managing students and working in an office environment
- Should be able to articulate a strong commitment to diversity, and have the ability to work effectively with individuals from different backgrounds
APPLICATION PROCEDURE:

Please email your application to careersdubai@rit.edu and include the following items in your application:

- Subject line must include the source, your name and position you are applying for; (Mr. John Smith – Senior Student Affairs Officer)
- Cover letter detailing your technical/professional, teaching, and scholarship qualifications and achievements
- Resume or curriculum vitae
- Contact information

Applications review will begin immediately and continue until a candidate is found. Only shortlisted candidates will be contacted. For more information please visit RIT Dubai website at www.rit.edu/dubai