

Student Services Advisor 1 Job Description

1. Job Summary

Involves a wide range of administrative and student services duties and responsibilities in support of UCEAP's international academic exchange program in Korea. Provides assistance to the Liaison Officer and Program Administrator in general office support, academic program administration, and student welfare services.

2. Scope

Generic Scope : Entry-level professional with limited or no prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments that are routine in nature, requiring limited judgment and decision making.

Custom Scope: Learns to use Student Services professional concepts. Under the general guidance of the Liaison Officer and daily supervision of the Program Administrator, provides straightforward information to students regarding host country and university registration, immigration, and housing. Provides cultural acclimation, basic orientation, and logistical support to program participants. Assists in the planning and implementation of student events and other program initiatives. Under direct supervision works on a wide range of administrative, operational and/or procedural assignments that are routine in nature, requiring limited judgment. Tasks involve the handling of confidential information. Normally receives detailed instructions on all newly assigned work. Performs ongoing routine assignments with general supervision.

3. Key Responsibilities

% of time	Essential Function (Yes/No)	Key Responsibilities
		Under general supervision of higher-level professional:
60		Student Services: <ul style="list-style-type: none"> Plans and implements student cultural activities, such as overnight field trips, City Tours, Farewell Dinners, traditional cultural performances, and other activities, in order to facilitate students' understanding of (and hands-on experience of) their host country. Plans and implements student events such as orientation and provides ongoing communications to students to educate them about the country, culture, academic environment, and safety and security; Serves as the first point of contact for students on student activities, campus life, and general student advising Provides assistance to students and provides back-up support when needed to respond to student emergencies and personal crises. This can include calls after normal business hours Using templates, straightforward materials and data, applies standard office software programs to assist in the preparation and distribution of memoranda, letters, and other program materials; updates Study Center website and EAP Korea Facebook Assists students with housing and other logistical needs.
25		Administrative Services: <ul style="list-style-type: none"> Develops and prepares budgets for student cultural activities and excursions Provides general office assistance including reception, scheduling, reservations, file maintenance, and office supply procurement. Assists with maintenance of cash and bank records and communicates with bank as necessary.
10		Academic Services: <ul style="list-style-type: none"> Assists with developing and facilitating academic internship and volunteer opportunities. Enters student data and works with sensitive and confidential information

		<p>regarding student academic records.</p> <ul style="list-style-type: none"> ● Provides straightforward information and assists students with documentation and registration at the host university and with governmental agencies, and directs students to the appropriate contact or agency for complex issues;
5		Provides other duties within the scope and purpose of the job as assigned by the Liaison Officer and Program Administrator. This list is not exhaustive and it is likely that the duties may be altered from time to time, in discussion with the post holder.

4. Knowledge and Skills

- Basic knowledge and experience working with a diverse student population.
- Basic knowledge of higher education structures, UC and/or Yonsei knowledge desirable
- Ability to communicate effectively orally and in writing.
- Interpersonal skills. Multicultural competencies; ability to work with diverse populations; time management skills
- Basic knowledge in administrative procedures including word processing, spreadsheet and database applications.
- Ability to use discretion and maintain all confidentiality.

5. Education and Training

Education/Training:

- Bachelors degree in related area and/or equivalent experience/training