



Villa College QI Campus, Rah Dhebai Hingun,  
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## POSITION DESCRIPTION

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|--|---------------------------|
| <b>POSITION</b>                            | Student Relations Officer |
| <b>EMPLOYMENT TYPE</b>                     | Full-time                 |
| <b>FACULTY/CENTER/INSTITUTE/DEPARTMENT</b> | VC Central, Registration  |
| <b>LOCATION</b>                            | QI Campus                 |
| <b>DATE ADVERTISED</b>                     | 05 September 2024         |
| <b>DEADLINE FOR APPLICATION</b>            | 11 September 2024         |

## BROAD PURPOSE

Provide the administrative, support and sales services to the department and college

**Reports to:** Manager, Contact Centre.

|                            |  |
|----------------------------|--|
| <b>REMUNERATION</b>        |  |
| Basic Salary:              | MVR 5,000                              |
| Service Allowance:         | MVR 4,000                              |
| <b>Total Remuneration:</b> | MVR 9,000                              |
| <b>Working Hours:</b>      | 8 hours per day (Afternoon Shift Duty) |

## CORE RESPONSIBILITIES

### Perform clerical duties in order to maintain the Administration of Department

- Develop and maintain a current and accurate filing system
- Monitor the use of supplies and equipment Make requests for stationery and provide the stationery to all employees of the school as needed
- Arrange delivery of all incoming and outgoing correspondence to the relevant parties/personnel as per the set procedures
- Coordinate the repair and maintenance of office equipment
- To assist in typing and revising documents.
- To prepare/draft documents such as letter, reports, minutes, and messages.
- Open and date stamp all general correspondence
- Maintain the general filing system and file all correspondence
- Assist in the planning and preparation of meetings, conferences and conference telephone calls
- Make preparations for meetings
- Maintain an adequate inventory of office supplies
- To ensure there is always ample letter heads and other printing materials available (including cartridges) and make certain that the printers are filled with paper

- Provide word-processing and secretarial support
- To ensure waste is minimized in the department when using office supplies

#### **Performs Receptionist functions**

- Receive, direct and relay telephone messages, emails and fax messages
- Direct the inquires and incoming guests to the appropriate staff member when necessary as per the procedures and take messages
- Pick up and deliver the mail
- Answer all incoming calls and handle caller's inquiries whenever possible
- Re-direct calls as appropriate and take adequate messages when required
- Ensure that the work area is always clean, hygienic and organized and hospitable to students and lecturers at all times Greet, assist and/or direct students, visitors and the general public

#### **Student and Lecturer support**

- Be of support to the assigned classes and the lecturers.
- Prepare the attendance sheets for the classes
- Ensure that the classes are ready (the board wiped, tables and chairs cleaned and arranged, projectors set and read, air condition systems and lights turned on, and other stationery and teaching materials ready for the lecturer) prior to the lecturer's arrival
- Stay on call throughout the assigned classes.
- Attend to student complaints and settle the issue if possible. If not possible, forward the issue to the relevant personnel and follow up
- Prepare student's attendance reports
- To file the processed entries and correspondence related to the department and college
- To provide the right information to students and other customers.
- To maintain staff and student notice boards.

#### **Sales and Marketing**

- Respond to student/customer and public inquiries
- To be informed and be updated with the program updates
- Make sure flyers and other marketing materials at reception are up to date
- Inform the marketing department any issues with the marketing materials and ensure correct materials are available
- Give program advice to incoming queries and guests
- Be aware and up to date with competitor programs and ready to convince customers that the programs offered at VC are the best
- To distribute prospectus, flyers, and applications to customers.
- To help and participate in events of the college when needed

#### **Other tasks / Responsibilities**

- Attend the necessary training sessions
  - Report any damages/maintenance work of college building
  - Arrange and handle guest and student related protocol activities (arranging accommodation, transportation, food, send and receiving) of visiting delegates and students when needed
- Other relevant tasks assigned by the department or college

**Education and Experience:**

**Essential**

- O Level or A level
- Experience in a related field would be an added advantage

**Desired**

- Minimum 1-year experience in customer services

**Skills and Competencies**

- Proficient knowledge and Skills in use of Microsoft Excel
- Proficient knowledge and skills in use of Microsoft Word
- Effective communication skills

**Character requirements / general attributes**

- Ability to work under pressure
- Ability to pay attention to details
- Ability to work in a team