**岗位说明书——学术支持专员岗位**

所属部门：学生学术支持中心 汇报机制: 学术支持中心负责人

**岗位职责：**

1. 协助探索及建立提升学生学业的支持体系；
2. 评估学生的学业困难，制定个性化学业支持计划；
3. 同各学院、行政部门紧密合作，跟踪学生学业进步；
4. 利用电子技术资源，提升学生学术支持服务及其效率；
5. 负责国际生、交换生、身体或学习障碍学生学术支持相关工作。

**聘任条件：**

**必备条件：**

1. 硕士学位；
2. 良好的英语口头及书面表达能力；
3. 工作细致，客户至上，能独立工作，能承受工作压力，以及在限期内完成任务的能力
4. 办公室软件操作能力；
5. 处理压力和严守工作机密的能力

**优先条件：**

1. 制定和实施学术支持服务工作经验；
2. 有解决冲突的技巧和经验；
3. 有与目标学生工作的经验。

**Job Description - Academic Support Counselor**

Department: Student Academic Support Service Center Report to: Head of SASSC

**Responsibilities:**

1. Assist in exploring and constructing a supportive system aiming for students’ academic success.
2. Assess students’ academic difficulties, develop and prescribe individual academic support plans.
3. Work closely with colleges and offices to monitor students’ academic progress.
4. Utilize electronic and technology resources to enhance Student Academic Support Services and their effectiveness.
5. Be responsible for academic support works for international students, exchange students and students of disabilities.

**Qualification:**

**Required:**

1. Master’s Degree.
2. Good verbal and written communication skills.
3. Demonstrated evidence of detail-orientation, customer service orientation, ability to work independently, and ability to work under pressure and meet deadlines.
4. MS Office skills.
5. Ability to handle stressful situations and maintain confidentiality.

**Preferred:**

1. Experience with developing and implementing academic support services.
2. Conflict resolution skills and experience.
3. Experience working with target population students.