



Student Services & Engagement Coordinator in Kyoto Exclusive job

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Job Information

Hiring Company

Temple University, Japan Campus

Job ID

1474014

Division

Office of Student Services & Engagement

Industry

Education

Company Type

Small/Medium Company (300 employees or less) - International Company

Non-Japanese Ratio

About half Japanese

Job Type

Permanent Full-time

Location

Kyoto Prefecture, Kyoto-shi Fu-shi Mi-ku

Train Description

Main Line, Fujinomori Station

Salary

3.5 million yen ~ Negotiable, based on experience

Salary Bonuses

Bonuses paid on top of indicated salary.

Work Hours

Main office hours: 9:00 to 17:30, Monday to Friday. 37.5 hours

Holidays

土日祝及び、大学カレンダーに準ずる、年間休日数（125日）

Refreshed

May 3rd, 2024 01:00

Application Deadline

May 31st, 2024

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 75%)

Minimum Japanese Level

Fluent

Minimum Education Level

Bachelor's Degree

Visa Status

No permission to work in Japan required

Job Description**POSITION**

Student Services & Engagement Coordinator

DEPARTMENT

Office of Student Services & Engagement

POSITION TYPE

Full-time Staff

WORK HOURS

9:00 to 17:30, Monday through Friday.

37.5 hours per week

(Some weekend and holiday work required, compensatory time available.)

LOCATION

Kyoto Campus (Fujinomori station)

Training for this position is expected to start from August 1st and will take place both on our Tokyo campus and via remote. We aim to have staff participate in student arrival & Welcome Week, the start of the semester, and some student excursions to gain hands-on experience of TUJ's operation.

REPORT TO

Executive Director, Kyoto

VISA REQUIREMENT

Temple University, Japan Campus (TUJ) can sponsor visas for highly qualified candidates.

SALARY & BENEFITS

Commensurate with experience.

Eleven (11) days paid vacation in the first fiscal year (July-June) increasing to 20 days after 6 years of employment, plus 5 paid "personal and sick days" each year. In addition, approximately two weeks company-wide break over Christmas/New Year. Japanese social insurance and pension, commuting/telework allowance, a welfare-discount program membership, retirement payment system and tuition benefits for Temple University, Japan Campus (TUJ) programs.

OVERVIEW OF POSITION

Starting in January 2025, Temple University will broaden its presence in Japan through the establishment of a new satellite location in Kyoto known as TUJ KYOTO. We have partnered with Kyoto-based Seibo Jogakuin (Seibo) who operates campuses in Kyoto and Osaka that serve nursery school through high school students. Together, TUJ and Seibo will play a critical role in Kyoto by advancing international education, building bridges across cultures, and equipping Temple University students with the tools required to succeed in our interconnected world.

In connection with our new Kyoto operations, we are hiring highly motivated staff to set up and run the student services office on campus. The aim of this office is to provide high-quality services to TUJ KYOTO's diverse student population and to support students' success and well-being as they adapt to the academic and social life at the university. Staff are tasked with support of the student experience and non-academic support with an emphasis on three areas:

1) new student inquiries and new student orientations, 2) housing support and adjusting to life in Japan, and 3) student engagement both on and off campus in the form of student clubs, events, workshops, and excursions.

To provide seamless support to the students, staff will be trained in all areas of student support and engagement that the office handles, however, we will be assigning one staff member to take primary responsibility for each of the three key areas of support. While staff will report directly to the Executive Director in Kyoto, they will also be receiving instruction and support from TUJ's Office of Student Services Engagement in Tokyo.

New and continuing student related work

Staff will assist newly admitted and continuing students as they transition to TUJ KYOTO. Duties include:

- Answer emails from new students and their parents
- Hold Zoom information sessions for new students to provide more information about TUJ KYOTO and to help them prepare to travel to Japan (visas, arrival, transition to their housing etc.)
- Develop and updating online student orientations in Canvas
- Plan and executing Welcome Week for new and continuing students
- Assist students with employment-related and internship matters
- Provide overall student support, assist with student engagement, and perform other duties as assigned

Housing and Living in Japan

Staff will assist students with both housing-related matters and matters related to adjusting to life in Kyoto. Duties include:

- Help students secure housing – this includes working with TUJ-affiliated real estate agents and homestay vendors, allocating rooms, trouble-shooting issues at housing sites etc.
- Facilitate ward office visits to get students registered properly (residence cards and national health insurance)
- Provide information and assistance on securing cell phones, bank accounts, school IDs, and commuter passes
- Assist students with questions related to living in Japan (moving, internet, utility bills, medical issues, ward office, etc.)
- Provide overall student support, assist with student engagement, and perform other duties as assigned

Student Engagement

To cultivate social relations among our diverse student population both on and off campus, staff will organize and execute events, cultural workshops, day outings, and overnight trips. In addition to these events, staff members will help students form and run student clubs. Duties include:

- Event calendar building – expectation of weekly activities on and off campus – social gatherings, culture or academic-oriented lectures and workshops, one-day excursions, and overnight trips
- Activity-related research, itinerary building and bookings
- Activity promotion (fliers, email, social media etc.) and facilitating sign-up for events
- Chaperone activities including overnight trips
- Assist students in forming and running student clubs
- Manage budget for activities
- External communication (contact point for external vendors, workshop providers, other institutions)

APPLICATION PROCESS

Review of applications will begin immediately. Applications received before April 30, 2024 will receive fullest consideration. Desired start date is August 1, 2024 or shortly thereafter.

Send applications to tujjobs@tuj.temple.edu with the following three items as attachments:

1. a cover letter highlighting relevant experience and what appeals to you about the position
2. a resume or curriculum vitae
3. a list of two references with contact information

Indicate the title and location of the position you are applying for in the email subject box. Also, we would appreciate it very much if you could let us know from which website/resource you found out about this position.

Only candidates selected for an interview will be contacted.

Required Skills

QUALIFICATIONS AND EXPERIENCE

As this is an inaugural opening of a new campus, we are looking for folks with maximum flexibility and adaptability, who thrive in a team dynamic and who can constantly evaluate themselves and their work to provide students with the highest quality services and a memorable experience at TUJ KYOTO. Candidates should be living in/around Kyoto or be willing to relocate. Familiarity with the Kansai Region is a plus.

- Bachelor's degree
- Fluent in both Japanese and English (Ability to freely communicate written and verbally with both native English and Japanese speakers)
- Minimum of 3 years' experience in student service, event planning, travel agency, or other related field preferred
- Outstanding organizational skills and attention to detail
- Outstanding communication and social skills
- Positive energy and action-oriented; ability to see a need and address it immediately and effectively
- Excellent PC/IT skills (Word, Excel, PowerPoint, On-line form creation), social media & content management skills strongly preferred.
- Experience living and studying in a foreign country (familiarity with U.S. universities a plus)
- Ability to work nights and weekends to execute events and chaperone excursions

Company Description