



Student Services Coordinator Exclusive job

Working at American University in Japan

Job Information

Hiring Company

[Temple University, Japan Campus](#)

Job ID

1604643

Division

Office of Student Services and Engagement

Industry

Education

Company Type

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

Non-Japanese Ratio

Majority Non-Japanese

Job Type

Permanent Full-time

Location

Tokyo - 23 Wards, Setagaya-ku

Train Description

Tokyu Denentoshi Line, Sangenjaya Station

Salary

4 million yen ~ Negotiable, based on experience

Salary Bonuses

Bonuses paid on top of indicated salary.

Work Hours

37.5 Hours Per Week (9:00 to 17:30, Monday to Friday)

Holidays

Weekends, Public Holidays, approx. 2 weeks over New Year

Refreshed

August 28th, 2026 00:00

General Requirements

Minimum Experience Level

Over 1 year

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 Coordinator

Department

Office of Student Services and Engagement

Position type

Full-time

Location

City Campus (Sangen-jaya station):

- Commuting primarily to City Campus with routine rotation to Hillside Center (Mizonokuchi station). Primary work location is subject to change based on work volume, contents, and seasonal needs.

Report to

Assistant Dean of Student Services

Work hours

37.5 Hours Per Week (9:00 to 17:30, Monday to Friday)

Evening and weekend hours are required on occasion for operational needs.

Visa Requirement

Temple University, Japan Campus (TUJ) is able to sponsor a visa for this position.

Salary & Benefits

Salary commensurate with experience.

Eleven (11) days paid vacation in the first year, 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, and retirement payment system.

Overview of position:

The Student Services Team is responsible for many of the non-academic student-facing support services at TUJ's City Campus and Hillside Center. International students comprise about 75% of our total population of roughly 3500 students. The Student Services Coordinator plays a key role in supporting TUJ's large and diverse student body with a focus on life adjustment in Japan, off-campus housing support, and a wide variety of other non-academic care.

The Student Services Coordinator assists students with daily life advising and guidance; develops and implements essential outreach programs that promote student independence and intercultural competence; and, and advances students' successful transitions to living and studying in Japan. The Student Services Coordinator also serves as a connection between students and internal departments, external partners, and resources to tend to students' needs and overall experience.

About the Office of Students Services and Engagement (OSSE):

OSSE provides high-quality services to TUJ's diverse student population to support their success and well-being as they become members of the university community. OSSE assists incoming students with student visa applications, financial aid, housing, and organizes orientations to help students adapt to the academic and social life at TUJ. OSSE also oversees student activities and events both on and off campus and works with various student groups to encourage social interaction among students.

As a member of OSSE, the Student Services Coordinator will have the opportunity to support off-campus student activities and excursions.

Primary Responsibilities

- Be the frontline support for non-academic support services and greet walk-ins while co-managing the general inquiry inbox
- Provide intentional, proactive, and culturally informed support for students, helping them adjust to living, studying, and thriving in Japan
- Plan and host group advising and workshops on daily life matters such as banking, pension, medical issues, NHI, utility bills, ward office matters, My Number, mobile phone, etc. throughout the academic year
- Support inbound study abroad (via Main Campus) and Global Campus Transfer (GCT) students with logistical and transitional needs as they settle into TUJ
- Coordinate off-campus housing advising and serve as a resource for students seeking to move and advise students moving from the Kyoto campus to Tokyo, or out of TUJ residences
- Organize and host regular Off-Campus Housing Fairs for students including those moving out of TUJ residences in collaboration with the Residence Life Team
- Supervise, hire, and train student workers for the front desk at City Campus and Hillside Center
- Contribute overall to student-centered programming and resourceful events that strengthen intercultural understanding and foster independent life skills
- Collaborate with the New Student Team with onboarding and Welcome Week programming

Application Process

Review of applications will begin immediately with a desired start of early October 2026 or shortly thereafter.

Please apply from below link.

<https://tuj.bamboohr.com/careers/114?source=aWQ9Mg%3D%3D>

Required application materials to be submitted:

1. a cover letter
2. resume or CV
3. contact information for two references;

Only those applicants who make it past the initial review will be contacted.

Temple University, Japan Campus is committed to equal opportunity employment, and to increase diversity and inclusivity in both its community and curricula. All qualified applicants shall receive full and equal consideration for employment. The university does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law. Candidates who can contribute to the institution's goals are strongly encouraged to apply.

Required Skills

Qualifications & Experience

- Bachelor's degree
- Experience working in student affairs, international education, or related administrative support role
- Professional-level proficiency in both English and Japanese (spoken and written), with the ability to communicate effectively with ward offices, clinics and hospitals, real estate agents and other entities that relate to living in Japan
- Familiarity with Japanese administrative systems, including ward offices, banking, health insurance, pensions
- Excellent organizational, communication, and time management skills
- Strong computer skills, including Microsoft Office applications (particularly Excel), with experience using CRM systems, student information systems, or other administrative databases (student data management is a plus)
- Demonstrated ability to deliver workshops and facilitate group sessions
- Strong teamwork and collaborative mindset with the ability to work effectively across cultures

Preferred Qualifications & Experience

- Experience supporting international students or multicultural populations
- Experience planning events, coordinating programs, and student leadership development
- Experience supervising student workers
- Familiarity with crisis response processes

Company Description