

HONG KONG SHUE YAN UNIVERSITY

Position: Student Services Assistant (International and Greater China Student Support Office, IGCSSO)

The appointee will act as the primary liaison for non-local students, offering tailored support services and facilitating communication between non-local students and University.

Major Responsibilities:

- Assist in developing and maintaining an online communication platform with regularly updated resources covering essential topics such as accommodation, healthcare, and academic guidelines;
- Provide student support services, including a student helpdesk to handle inquiries from non-local students about campus life, academic matters, and personal concerns;
- Assist in organizing student activities for non-local students, such as orientation program, Cantonese language classes, cultural immersion activities, mentorship and peer support programs, and community engagement programs;
- Assist in coaching and supervising student leaders and mentors of the mentorship program;
- Manage and update the promotional channels (including the office websites), design promotional materials, and maintain social media accounts;
- Provide emergency assistance to non-local students;
- Collaborate with internal and external stakeholders to foster a supportive environment for International and Greater China students;
- Knowledge in video production and editing will be a plus;
- To perform any other duties as assigned.

Requirements:

- Bachelor's degree or equivalent;
- Good administrative and strong interpersonal skills;
- Self-driven, people-oriented, and possesses a sense of responsibility;
- Interest and ability to deal with student issues;
- Good command of spoken and written English and Mandarin;
- Working experience in tertiary student services will be considered an advantage.

Appointment will be offered as a two-years contract, with the possibility of renewal, subject to mutual agreement.

Application forms can be obtained [here](#).

Applicants should send a completed application form, resume, and cover letter to International and Greater China Student Support Office, Hong Kong Shue Yan University, 10 Wai Tsui Crescent, Braemar Hill, North Point, H.K. or via email to tcchan@hksyu.edu.

Only shortlisted applicants will be contacted. The information provided will be used solely for recruitment-related purposes. All applications will be destroyed after the recruitment exercise.