



## Director of Student Services Exclusive job

### Working at American University in Japan

#### Job Information

##### Hiring Company

[Temple University, Japan Campus](#)

##### Job ID

1505616

##### Division

Office of Student Services and Engagement (OSSE)

##### 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

Tokyo - 23 Wards, Setagaya-ku

##### Train Description

Tokyu Denentoshi Line, Sangenjaya Station

##### Salary

5.5 million yen ~ Negotiable, based on experience

##### Work Hours

37.5 hours per week (9:00 – 17:30, Monday to Friday)

##### Holidays

Saturdays, Sundays, National Holidays

##### Refreshed

December 17th, 2024 13:01

#### General Requirements

##### Minimum Experience Level

Over 6 years

##### Career Level

Mid Career

##### Minimum English Level

Fluent (Amount Used: English usage about 75%)

##### Minimum Japanese Level

Business Level

##### Minimum Education Level

Bachelor's Degree

##### Visa Status

No permission to work in Japan required

## Job Description

### Position

Director of Student Services

### Department

Office of Student Services and Engagement

### Position Type

Full-time

### Work Hours

37.5 hours per week; 9:00 – 17:30, Monday through Friday; Some evening and weekend work required for campus events and student trips.

### Location

Tokyo (Sangen-jaya station); hybrid-remote flexibility after initial training period available.

### Report to

Assistant Dean of Students, Office of Student Services and Engagement

### Visa Requirement

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

### Salary & Benefits

Commensurate with experience.

Fifteen (15) days paid vacation in the first fiscal year (July-June), increasing to 24 days after 6 years of employment, plus 5 paid "personal days" each year. In addition, approximately two weeks of 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 remission benefit for Temple University, Japan Campus (TUJ) programs.

### Overview of Position

The Office of Student Services and Engagement (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. The OSSE assists students with a wide variety of non-academic services, provides student visa support, and encourages student engagement through numerous activities, events, and student organizations.

The OSSE is divided into three sections: Student Services, Visa Services, and Student Engagement. Within the Student Services section, the director oversees the operations for new students transitioning to TUJ, housing, U.S. financial aid matters, study abroad opportunities, and any other non-academic aspects of a student's life, including handling emergencies, conducting the initial investigation for violation of the university's Code of Conduct, and supporting students' health and well-being in general.

The Director of Student Services works closely with the recruiting and admissions offices to develop outreach plans to improve the yield and also works with the Student Engagement unit to plan/organize campus programming during Welcome Week. For housing, the Director works with staff on securing housing for incoming students, allocating rooms, and troubleshooting a wide variety of issues at the dorms. The Director works closely with staff to promote and support TUJ's exchange and study abroad programs. Many of TUJ's U.S. citizens use federal financial aid while at TUJ. The director works closely with staff to support the day-to-day operation of financial aid services.

As a member of OSSE, the applicant will also be asked to support Welcome Week programming, student activities and events (including some weekday nights and weekends), and other office initiatives.

Please see <https://www.tuj.ac.jp/ug/student-services> for more details.

### Individual Responsibilities

- Support the Assistant Dean of Students and other OSSE Directors on planning and implementing strategies to achieve office goals and further the mission of OSSE and TUJ.
- Supervise the Student Services Team within OSSE, which comprises the New Student, Housing, Financial Aid, and Study Abroad coordinators.
- Oversee the entire new student transition process, from the moment a new student is admitted until the first day of classes.
- Plan and manage the Welcome Week for new students with the Director of Engagement.
- Develop tracking methods for new students related to class registration processes and generate reports for university management.

- Work with New Student team to develop the yearly orientation, outreach, and arrival calendars.
- Work with the Main Campus and the Rome Campus on planning and management of inbound exchange programs.
- Work closely with TUJ Facilities and Housing Coordinator on residential matters with external housing partners.
- Assist TUJ's Financial Aid Coordinator on student financial aid matters and disbursements.
- Assist TUJ's Study Abroad Coordinator on outreach endeavors and events with partner organizations.
- Collaborate with OSSE staff at TUJ Kyoto Campus on new student-related matters.
- Work with the Assistant Dean of Students and TUJ Legal Counsel on the student Code of Conduct case.
- Work with the Assistant Dean of Students in handling student emergency cases.
- Manage schedule, duties, and payments for front desk and Welcome Week student workers.

#### Team Responsibilities

- Chaperone student activities and trips
- OSSE front desk support
- Departmental initiatives

#### Application Process

Review of applications will begin immediately. Desired start date is February 1, 2025 or shortly thereafter.

Please apply from below link.

<https://tuj.bamboohr.com/careers/21?source=aWQ9Mg%3D%3D>

Required application materials to be submitted:

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

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 and Experience

- 5+ years' experience working in administrative work in higher education
- Experience in managing a team
- Fluent in English, business level or higher in Japanese preferred
- Excellent communication skills
- Welcoming, professional, and compassionate attitude in all aspects of the role while upholding the university's mission
- Detail-oriented; meticulous document preparation experience
- Strong computer and database skills (Microsoft Word/Excel/PowerPoint; education-related database or CRM experience strongly preferred)
- Ability to work some nights/weekends for Student Engagement trips/activities
- Multi-tasker who is well organized and efficient
- Student-centered attitude with demonstrated problem solving skills
- Experience studying abroad is preferred

#### Company Description