

Fulbright

WE ARE HIRING!

Position Title:	Student Experience Officer
Reports to:	Student Experience Coordinator
Department:	Student Life
Deadline:	Open until filled
Employment Type:	Full-time
Number of recruits:	1 (one)

Help us reimagine the University.

We are Fulbright University Vietnam (“Fulbright”), Vietnam’s first independent, non-profit, liberal arts university. We are an expanding international team of educational innovators, with deep roots in Vietnam, strong political and financial backing, and connections to educational institutions around the world. We believe in the power of collaboration, transdisciplinary thinking, and risk-taking, and we understand that effective education requires putting students at its center. Globally integrated but deeply embedded in Vietnamese society, Fulbright is dedicated to providing a world-class education, utilizing the latest advancements in institutional design, teaching, learning, technology, and other fields to create an institution that is both innovative and globally relevant. Importantly, Fulbright is committed to serving Vietnamese society through rigorous research and responsible civic engagement.

Our flagship campus will be located in Saigon Hi-Tech Park, in Ho Chi Minh City (District 9). Until phase 1 of campus construction is completed, we are located at Crescent Plaza, Tan Phu, in Ho Chi Minh City (District 7).

About Student Experience

The Student Experience Unit of Student Life work closely with departments across the University to promote student centered, customer-focused, and service-oriented culture and systems.

We are responsible for developing Fulbright One Stop, the student portal and One stop shop service point that enables the University to be more responsive to student enquiries.

We aim to provide a positive student experience that enable all our learners to achieve their full potential. Student Experience is responsible for measuring non-course related student experience as well as developing student satisfaction metrics.



Scope of Work

In collaboration with Student Experience Coordinator, the **Student Experience Officer** will act in a triage role for student enquiries received via the One Stop portal, providing first point of contact for a broad range of issues, answering them when possible, or referring the enquiry on to subject matter experts in other departments when necessary.

The main focus of the role is to provide a distinct and highly visible point of contact for Fulbright students. The role will take responsibility to respond to all student enquiries, and when an enquiry is referred on. It is therefore very important to develop a close working relationship with departments across the University to ensure students get timely and helpful answers to their enquiries. supported.

The Student Experience Officer will support the development and dissemination of information and advice to students, supporting them to make the most of their academic and broader student experience.

Roles and Responsibilities

- Collaborate with colleagues across the University to build up the knowledge required to answer 60-70 percent of student enquiries. Promote good practice in the provision of effective support services so that when enquiries are referred on, they are responded to in a timely fashion.
- Signpost students needing support to relevant departments within the University.
- Assist with set up and running a face-to-face service point for students.
- Ensure students understand the range of support available to them and how to access it.
- Monitor the student complaints email address. Take all complaints seriously and treat them confidentially. Coordinate with the Student Experience Coordinator and the Director of Student Life on how to respond to complaints received.
- Support the Student Experience Coordinator in running student surveys to measure, evaluate, and understand student experience.
- Support the Student Experience Coordinator in managing the content on Trumba, the University events calendar.
- Assist data collection for Student Experience reports using Microsoft Office and University systems.
- Contribute to building a student-centric culture.
- Support on ad hoc projects as and when required by the Student Experience unit.



What we look for

- 1. Education:** Bachelor's degree is required.
- 2. Experience:**
 - Experience of working with young adults as well as mature students preferably in a Higher Education environment.
 - Experience in a customer service role.
 - Experience liaising with external and internal parties about support services.
- 3. Knowledge, Skills and Abilities:**
 - Strong customer service skills, preferably through delivering student services in a Higher Education environment.
 - Excellent organizational skills and knowledge, and have an understanding of privacy and confidentiality regulations.
 - Self-motivated, well-organized and able to prioritize workloads to meet deadlines.
 - Good communication skills, both oral and written including report writing and presentation skills.
 - Ability to work independently and as part of a team.
 - Demonstrable excellent networking abilities.
 - Demonstrably thorough working knowledge of Microsoft Office packages.

What we offer

- Opportunity to be a member of a passionate team who share the same belief in the transformative power of education and see the unique opportunities in creating a new university.
- Opportunities to participate in public talks, workshops, seminars, as well as other fun activities at Fulbright.
- A full network of supportive colleagues.
- A dynamic, innovative, and professional working environment.
- Intensive English-speaking environment.
- Competitive salary and high-end insurance schemes.
- Generous annual leave entitlement.

How to apply

- Please email a cover letter explaining your interest in and qualifications for the position along with your resume to jobs@fulbright.edu.vn.
- The position will remain open until filled.
- Only short-listed applicants will be contacted for further process.

