

INTERNAL ADVERT

Job Title: Administrative Assistant

Department: School of Tourism and Hospitality (STH)

Reporting to: School Administrator

Basic job summary:

The Job holder will be responsible for the administration of school programs and acts as a link between the students, external parties and the management of the school as well as supporting the exam coordinator in ensuring smooth school exam administration and processing in the school

Duties & Responsibilities:

- a) Serve as the first line of all inquiries from outside within the School by attending to visitors coming to the School and responding to general inquiry about the programs of the school such fees, intakes.
- b) Administer students satisfaction /course evaluation surveys for each semester, summarize the feedback and share it with the School's management.
- c) Assist in debt collection by generating debtors list from the Academic Management System and following up with the students who have arrears.
- d) Receive and direct correspondents from parents and students to relevant officers in the University. This may include letters requesting for special exams, application for academic leave, program transfer.
- e) Monitor class attendance and record absenteeism on a weekly basis by receiving class attendance list from lecturers; compile the list of absentees and forward to the administrators.
- f) Ensure that registration and orientation of students is timely and responsive by preparing the orientation materials, registering students in AMS and creating lecturers' e-learning platform.
- g) Book classrooms in the timetabling system and allocate venues for classes and meetings.
- h) Facilitate processing of lecturers' claim forms by receiving and documenting claim forms and submitting to Faculty Administrator for approval before sending the claims to finance department.
- i) Issuing of clearance forms and gowns to students during graduation.

Minimum Academic Qualifications:

- A Bachelor's Degree in relevant field

PEOPLE & CULTURE ANNOUNCEMENT



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Experience:

- At least two years administration experience in a University set up

Competencies and Attributes

- Good people skills,
- Good Communication skills,
- Strong analytical skills,
- Attention to details.
- A team player.
- Good understanding of MS Suite.

Are you qualified for this position and interested in working with us? We would like to hear from you. Kindly send us a copy of your updated resume and letter of application (**ONLY**) quoting “**Administrative Assistant**” on the subject line to recruitment@strathmore.edu by **20th March 2025**. Due to the large number of applications, we may receive, kindly note that only the shortlisted candidates will be contacted.

Please be advised that Strathmore University is an equal opportunity employer and does **NOT** ask for money from applicants under any circumstances during its recruitment process. Interested applicants are encouraged to exercise caution upon receiving any such interview opportunity that requires payment of any money.

