

## VACANCY ANNOUNCEMENT

Based in Nairobi, The **Africa Digital Media Institute (ADMI)** is Eastern Africa's premier creative arts, media and technology training institution, and is part of the ADMG, comprising of the Institute, Studio and Foundation. The Studio produce compelling African stories and games to engage audiences worldwide. And the Foundation mobilizes capital, talent and other resources to support engagement of Africa's digital generation in the fast-growing, global creative economy. ADMI and its affiliates form an innovative social enterprise through which the next generation of digital professionals and creative entrepreneurs get the training, mentorship and platform they need to turn their passion into a profession.

### STUDENT AFFAIRS AND QUALITY ASSURANCE ASSOCIATE

We are currently recruiting qualified personnel to fill the position of **Student Affairs and QA Associate**. Under the supervision of the Head of Academics, he/she will administer student support to enrolled students by serving as the key point of contact for students and parents and coordinating all program activities, including; enforcing the student handbook, leading all student enrichment and exposure opportunities, and tracking the student and parent satisfaction index.

#### Scope of Work

- Enforce the Student Handbook, monitor student attendance, performance and discipline, and provide feedback or escalate any challenges and emergencies.
- Serve as key point of contact for students and parents, providing high quality support and advice to students including on financial aid, work study, immigration, transcripts, Certificates, etc.
- Serve as anchor for student events, eg., orientations, inductions and monthly mentoring events and coordinate industry exposure and work experience opportunities for each student.
- Monitor and continuously improve amenities, value-add & cost saving perks like student residences, extracurricular clubs, laptop financing, discount cards, etc.
- Oversee help desk and reception, including establishing help desk procedures and KPIs.
- Lead customer feedback survey and track/ report on student and parent satisfaction.

#### Qualifications

- Bachelor's Degree preferred
- Team player with demonstrated customer services skills.
- Minimum 3 years' student service experience in a learning institution will be a distinct advantage
- Ability to manage multiple projects and deadlines under direct supervision and independently
- Effective and consistent communication, conflict resolution and consensus building skills
- Open to learning, dedicated to improving, committed to excellence

At ADMI, you too can turn your passion into a profession!

To apply, please send a **cover letter** and **updated CV** to [apply@africadigitalmedia.org](mailto:apply@africadigitalmedia.org) by **24<sup>th</sup> December 2020**