



| POSITION DETAILS |  |
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| Position Title   | Student Services Supervisor            |
| Division         | Operations and Engagement              |
| Department       | Ras Al Khaimah Department of Knowledge |

### Role Purpose

- Lead and strengthen the delivery of student services across private schools in line with RAK DOK's regulatory expectations
- Provide strategic guidance to schools and oversee student registration and grading processes
- Promote continuous improvement and ensure compliance with student-related policies and standards

### Key Responsibilities

- Provide strategic support to schools on student registration, grading, and service-related matters
- Lead audits and ensure compliance with student service requirements
- Address technical issues and coordinate with internal and external departments
- Develop and review student-related policies to meet regulatory standards
- Collaborate with regulatory bodies to ensure consistency, compliance, and service quality

### Profile

- Minimum Bachelor's degree in a relevant field
- Minimum of 5 years' experience in education, customer service or educational administration
- Proven track record using enterprise systems such as SAP or similar CRMs
- Fluent in Arabic and English

### Competencies

- Clear communicator in Arabic and English
- Technically capable and systems-oriented
- Strong planning and coordination skills
- Analytical and detail-focused
- Experienced in resolving complex issues
- Collaborative and responsive team player
- Committed to service excellence and improvement including

