

JOB DESCRIPTION

Job Title:	Registration Assistant
Reporting Relationship:	Registrar
Location:	Global Studies University, Sharjah, United Arab Emirates
Job Status:	Full time
Application Deadline:	The position is open, until filled

About Us

Located in Sharjah, United Arab Emirates, and following the successful launch of The Africa Institute in 2018, Global Studies University was established in 2023 as a non-profit institution for higher education by His Highness Sheikh Dr. Sultan bin Muhammad Al-Qasimi, Member of the Supreme Council and Ruler of Sharjah. Visit our website to learn more, gsu.ac.ae.

About the Position

The Registration Assistant provides high-quality administrative and student-centered support to the Registrar's Office at the Global Studies University (GSU). The successful candidate will play a key role in supporting the University's academic mission by ensuring the accuracy, integrity, and confidentiality of student records and by assisting students, faculty, and academic units with the registration process, enrollment, and related academic processes, and student record management. The Registration Assistant contributes to compliance with institutional, licensure, and accreditation requirements, including those of the CAA and other relevant authorities.

Key Responsibilities

- Serve as the first point of contact for the Registrar's Office by welcoming and assisting students, faculty, staff, and visitors in person, via email, and by phone; provide accurate information on academic programs, registration procedures, the academic calendar, and institutional policies, and direct inquiries to the appropriate services
- Advise and support new and continuing students with course registration procedures, including during add/drop periods, enrollment verification, and academic record inquiries, in coordination with Academic Affairs and academic departments



- Maintain, update, and verify student academic records and student databases in the Student Information System (SIS), ensure accurate data entry, proper filing, and compliance with institutional policies and confidentiality standards
- Prepare, issue, and track official university academic documents such as enrollment letters, registration confirmations, transcripts (where applicable), and other student-related correspondence
- Ensure proper documentation and recordkeeping by scanning, uploading, organizing, and maintaining student academic documents, course-related materials, and required supporting records in the system, including tracking and following up on any missing or incomplete records/documents
- Support graduation procedures by working collaboratively with the Registrar and relevant committees to ensure accurate eligibility checks and smooth coordination and execution of all related documentation and activities
- Participate in student-facing activities during university events such as student orientations, open days, advising sessions, institutional events, and external exhibitions, representing the Registrar's Office
- Assist with academic reporting and data preparation as required for internal reviews, accreditation, licensure, and external reporting bodies, in coordination with Institutional Effectiveness and Academic Affairs
- Support the implementation and continuous improvement of registration workflows, systems, and procedures to enhance efficiency, student experience, and compliance.
- Perform other administrative and operational duties as assigned by the Registrar to support the effective functioning of the office

Required Education and Experience

- Bachelor's degree required, Master's degree in a relevant field preferred
- Minimum of 1–2 years of experience in student records, registration, or student services, preferably within a higher education institution
- Experience with PeopleSoft SIS and Canvas LMS (preferred but not required)
- Fluency in written and spoken English is essential; fluency in written and spoken Arabic is preferred

Competencies and Skills

- Ability to maintain a high level of professionalism, discretion, and commitment to confidentiality and data protection when handling student records
- Excellent verbal and written communication skills, including the ability to communicate clearly and professionally with students, faculty, and staff
- Strong organizational skills with exceptional attention to detail; able to take initiative, work independently with minimal supervision, and contribute effectively as part of a collaborative academic and administrative team
- Strong interpersonal skills with a student-centric and service-oriented approach



- Effective time management skills, with the ability to prioritize multiple tasks and meet deadlines in a fast-paced academic environment
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and familiarity with student information systems
- Ability to work collaboratively in a multicultural environment and perform well under pressure while meeting deadlines
- Demonstrated willingness to engage in ongoing professional development to enhance skills and support evolving organizational needs
- Flexibility and adaptability to respond to evolving institutional needs, systems, and regulatory requirements

How to Apply

If you are interested, please submit your CV and Cover Letter via email to careers@gsu.ac.ae. Kindly include the position you are applying for in the subject line.

Salary and further compensation commensurate with degree and experience. Benefits package includes health insurance, housing, and transportation, children school fees allowances subject to coordination of benefits.

GSU is committed to fair employment practices and encourages women and men of all national, ethnic, and religious backgrounds to apply and join our expanding team. UAE nationals are encouraged to apply. UAE residents are preferred.

