



Bartësi Privat i Arsimit të Lartë
Private Bearer of Higher Education

**ALMA MATER EUROPAEA
CAMPUS COLLEGE REZONANCA**



Tel: +381 38 544-754
Fax: +381 38 544-756

URL: <http://www.rezonanca-iks.com>

Nr. protokollit	AD-1296/20-3
Data:	03.06.2020

**REGULATIONS ON THE ORGANIZATION AND SYSTEMATIZATION OF
JOBS**

Prishtina, 2020

Based on Article 52 of the Statute of the College of Medical Sciences and t DTC "Rezonanca" in Pristina, the Steering Committee of MSC and DTC has approved:

REGULATIONS ON THE ORGANIZATION AND SYSTEMATIZATION OF JOBS

I. General Provisions

Article 1

This Regulation foresees the regulation of the following issues:

- The organizational structure of Alma Mater Europaea Campus College "Rezonanca" and its internal organization;
- The job vacancies and the conditions that candidates-employees must meet for a job position;
- The job descriptions, tasks, and the number of positions.

Article 2

This regulation also provides an overview of the job positions and the conditions that employees must meet for each specific job position, as well as the designation of the job positions.

I. ADMINISTRATION

1. Head of the Administration

University or higher education degree and two years of work experience

2. Human Resources Office

University degree or at least a high school diploma and one year of work experience

3. Legal Office

Law degree and three years of work experience in legal matters

4. Accountant and Finance Officer

Economics degree and three years of work experience in accounting and finance

5. Student Support, Career, and Alumni Office

University degree and three years of work experience in the relevant field

6. External Relations Office

University degree and three years of work experience in the relevant field

7. Publications Centre

University degree and three years of work experience in the relevant field

8. Quality Assurance Office

University degree and three years of work experience in the relevant field

9. Academic Affairs Office

University degree and three years of work experience in the relevant field

10. College Computer Centre

Electrical engineering degree – computer science department or FNSM – Computer Sciences, and three years of work experience

- **Server-Network Administrator**

Faculty of Electrical Engineering – Computer Science Department or FNSM – Computer Sciences, and one year of work experience in server maintenance and domain administration.

- **Website and Intranet Administrator**

THS Department – Computer Sciences major or high school diploma, and one year of work experience in website maintenance.

11. Administrative Assistant – Clerk

University degree and three years of work experience in the relevant field

12. Technical Assistant in the Office of the President/Manager/Rectorate

University degree and three years of work experience in the relevant field

13. Archivist

High school diploma and one year of work experience

14. Librarian

High school diploma and one year of work experience

15. Janitor

High school diploma – electrician, and one year of work experience

16. Security

High school diploma and one year of work experience

17. Driver

High school diploma, valid "B" driving license, and one year of work experience

18. Cleaning Maintenance Staff

High school diploma and one year of work experience

Article 3

All positions are subject to a testing procedure.

Article 4

During the duration of the contract, the Head of Administration may reassign the employee to another position of a similar level and with the same compensation.

Article 5

Job Description and Job Responsibilities

1. Head of Administration

The performance of tasks and duties must be in accordance with the implementation of the Labor Law, Law on Health, Law on Archives, as well as other applicable regulations and guidelines relevant to this field. This includes ensuring the implementation of general policies to fulfil and exercise the relevant responsibilities specific to this sector, while always respecting the principles of legality in relation to:

- The organization and functioning of the Administration Sector.
- The Management of Documents produced or created for the Administration Sector, as well as all other documents that require such management.
- The management, archiving, and preservation of documents according to their importance and timeframes.

2. Humane Human Resources Office

The purpose of the HR office is to provide the college with adequate human resources, always in compliance with the laws, statutes, regulations, and procedures in force. In this context, it also includes the leadership and management of the process of recruiting administrative staff and selecting academic staff for scientific teaching positions.

Tasks and responsibilities of the HR Office

- Manages and oversees the general administration of the HR Office and ensures that tasks are carried out effectively;
- Contributes to improving staff performance through motivation, development, and training related to staff development;
- Coordinates activities with the administrator for development and training regarding staff development;
- Manages and maintains human resources information for the College, assists with internal management and organization, and provides administrative and logistical support.
- Ensures the implementation of procedures for recruiting the College's staff;
- Supervises, processes, and supports academic staff during the selection process for scientific teaching positions (based on the regulations for selection in teaching positions);
- Prepares employment contracts for regular and contracted academic staff, as well as for non-academic staff;
- Prepares information, analyses, and various statistical reports related to the College's personnel.

- Forwards the complete CVs of academic staff to the College's Computer Centre for publication on the website;
- Prepares information and collaborates with faculties regarding the publication and execution of competitions for the selection of academic staff.
- Prepares and finalizes job descriptions;
- Processes staff complaints based on the complaint procedure;
- Manages the protection and processing of personal data according to the applicable legislation;
- Manages the filing system and internal documents of the College related to personnel;
- Issues certificates and other documents related to staff status;
- As well as other tasks as needed, by decision of the College authorities.

3. Legal Office

- Tracks legal provisions within its area of responsibility and informs management about changes in legislation;
- Coordinates work with management, prepares necessary materials, and makes technical preparations for meetings;
- Records meetings and keeps minutes for the management council, senate, and board meetings of the College;
- Drafts minutes of meetings, decisions, and all other correspondence of the College;
- Processes acts issued by the Management Council and the College Board for signature, recording/prototyping, and publication on the website;
- Organizes and maintains materials for the management council, College Board, senate, committees, etc., in consultation with the supervisor;
- Drafts regulations, guidelines, and recommendations for the College's governing bodies;
- Provides clarifications on legal provisions, statutes, and other normative acts applicable in the Republic of Kosovo.
- Prepares the formats of decisions and contracts related to the College's personnel and other entities with which it has contractual relationships;
- As needed, prepares lawsuits against individuals and other entities that cause damage to the College;
- Represents the College in all procedures conducted in the courts of Kosovo and administrative bodies;
- Through the general secretary, responds to requests addressed to the management council and senate and provides legal clarifications to the College's governing bodies;
- Prepares materials for the meetings of the College's bodies and participates in the meetings;
- Carries out other similar tasks as requested by the Supervisors.

4. Accounting and Finance Office

- All activity is based on organizing, coordinating, and managing the financial tasks necessary for the accomplishment of assigned duties and responsibilities. The activity is supported by the laws, regulations, and

instructions in force that govern this area. The essential tasks are:

- Completes all documentation of the cash budget and other material and financial documents, following chronological order and accounting practices, and files them in the appropriate folder.
- Ensures that the documentation is kept as required by the law on public finance management;
- Applies and works in the detailed procedures for the criteria of budgetary processes;
- Works on the procedures for developing material and financial documentation;
- Reconciles bank accounts, cash registers, and other accounts for discrepancies and notifies superiors to take the necessary actions;
- Processes standard accounting codes and adapts them to specific needs;
- Ensures coordination of all accounts and resolves discrepancies;
- Prepares periodic and annual reports related to financial performance;
- Assists professional collaborators in performing tasks;
- Follows legal provisions in the area of accounting and finance;
- Performs other tasks related to this area as assigned by the leader.

5. Alumni Office for Student Support, Career, and Alumni

Mission

The Alumni Association of CMSR is an association dedicated to serving the College, its alumni (graduates), students, and friends. Its mission is to strengthen and develop CMSR by assisting in student recruitment, engaging in activities to enhance the College's reputation both nationally and internationally, as well as promoting a positive image of the College and its alumni.

Goal:

1. To encourage mutually beneficial relationships between the College and its alumni;
2. To promote lasting connections between alumni, students, staff, and friends of the College;
3. To initiate collaboration with alumni and other organizations by cultivating readiness and support for the city as well, through the initiation of socio-educational programs, charity programs, and service programs;
4. To encourage meaningful involvement of all graduates and current students, to immortalize the sense of pride, based on the clear qualities of the College and the education it offers;
5. To be open to everyone based on impartiality and merit, regardless of ethnic background;
6. To actively seek collaboration with other Alumni associations, both in the Republic of Kosovo and abroad.

Board of Alumni

The Executive Board of the Alumni represents the main body of the association. In accordance with the association's statute, the Executive Board is responsible for creating alumni policies, approving and implementing the association's annual plan, preparing the e-newsletter and organizing educational, social, and networking activities. The Executive Board is composed of the leader, an enthusiastic member who is a graduate of CMSR and employed in various companies, government bodies, and non-governmental organizations in Kosovo and abroad, and the administrative officer.

Answers to some frequently asked questions about the CMSR Alumni Association:

The CMSR Alumni Association is an association dedicated to serving the College, its alumni, students, and friends. Its mission is to strengthen and develop the College by assisting in student recruitment, engaging in activities that will enhance the College's reputation both nationally and internationally, and promoting a positive image of the College and its alumni. It was established to maintain the connection and communication between all graduates, academic

and administrative staff of CMSR. All alumni of the College are invited to participate in the Alumni Association.

The Alumni Office serves the affairs of alumni. The Alumni Office primarily functions as the main contact for all CMSR graduates. You are free to contact us for any questions, issues, or feedback. Our office is located on the College campus.

The College has established and fully operationalized the Office for Student Support, Career, and Alumni. This office will focus on and follow the professional development and career of every graduate who leaves the College's classrooms. The College's students will continue to be active members of the College Alumni, receiving advice, technical assistance, attending various courses, and benefiting from the College's partnerships both within Kosovo and internationally.

Employment Collaborations: The College has established sustainable collaborations with many local institutions. These collaborations relate to the assistance the College provides to these institutions and the advantages College students have for employment in these institutions. This makes CMSR a strong, trustworthy, and credible partner in Kosovo for all hiring institutions.

The goals of the Career Development Centre are to help the College students develop the knowledge and skills that will assist them in securing employment, to help students gain work experience during their studies to better understand the job market, and to provide advice and information to prospective students about studying at the College.

We achieve this by providing them access to the latest information on studies, training, seminars, lectures, various activities, as well as information on job vacancies and internships.

Goals of CDC are:

- Working on the development of skills, knowledge, and abilities that are key to the employment process for students and graduates;
- Offering digitized services for education, counselling, development, and career orientation. Providing assistance to College students and graduates to access information on opportunities for further - education, internship opportunities, and various activities.
- Being objective and trustworthy when offering advice and guidance to our students about the process of selecting career development opportunities, as well as preparing and implementing realistic career development plans;
- Organizing workshops, seminars, roundtables, conferences, employer talks, and presentations, aiming to help students better understand the job market and acquire the skills necessary for organizing and planning a successful personal career;
- Collaborating with the College's faculties for the professional development of students and their careers;
- Offering services to companies, such as presenting their job offers to graduates and engaging in discussions with these employers;
- Working on advancing the efficiency of the Career Development Centre and educating students, improving our efficiency in responding to the other needs of students and employers.

Role of the Centre:

The role of the Career Development Centre is to act as an intermediary between students, faculties, and companies, with the aim of strengthening collaborative relationships and enhancing the level of preparation of students for the job market.

6. Office for External Relations

With the establishment of the Office for External Relations, which is a relatively new structure within the Rectorate of the College, the aim is to strengthen and expand existing cooperation with counterparts around the world, while also improving communication and collaboration within the

territory of Kosovo.

Being part of the development of policies and strategies for the College, this Office coordinates work with other institutions both within and outside the country, to promote cooperation in all areas of higher education.

The Office for External Relations promotes the College's activities internationally and lays the foundation for further cooperation by exchanging necessary information.

The Office for External Relations also offers services related to projects for the academic staff and students of the College, assisting in finding funding, providing information on various grants, projects, organizing different training sessions, etc. It also functions to assist and serve students and academic staff of the College regarding their mobility in other countries within the framework of various international academic programs.

The Office for External Relations carries out all necessary activities for the College's membership in associations and organizations of higher education in Europe and around the world.

7. Centre for Publications

The Centre for Publications is dedicated to publishing and republishing books in various medical fields. The Centre for Publications primarily publishes academic books that directly support the curricula of the College.

Thus, its publishing activity spans fields in which students of this College have shown particular interest, and from which they prepare for their exams.

The Centre for Publications also has a Publishing Council, which operates according to its own Regulations.

The College's publications adhere to the natural criteria for publishing a book. It does not have preferred fields, except those regulated in the faculties of the College, as well as the natural academic seriousness required for its publication: standard language, structure, methodology, and scientific apparatus, are among the minimum criteria for publishing a book from the Centre for Publications.

The College also publishes the journal *Kosovo Journal of Medical Science* (KJMS).

8. Office for Quality Assurance

- Increasing awareness activities within the institution regarding the importance of quality assurance;
- Coordinates with other staff members of the College for the implementation of the strategic plan;
- Drafts documents and other necessary guidelines for quality assurance;
- Actively contributes to the College in carrying out activities related to quality assurance;
- Drafts internal self-assessment reports;
- Collects and archives the necessary documents as required by the Kosovo Accreditation Agency (KAA), and maintains regular correspondence with the KAA;
- Drafts a strategic plan for quality improvement based on recommendations from international experts, which is then submitted to the KAA;
- Takes an active part in the overall evaluation of activities at the College, including academic staff, administrative staff, infrastructure, etc.
- Organizes the institutional accreditation process and assists in the accreditation process of study programs.
- Organizes, administers, and controls the evaluation process of academic staff, administrative staff, student services, and infrastructure, etc.
- Manages the process of distribution and publication of evaluation activity reports.
- Provides operational assistance to the Quality Assurance Committee.
- Leads working groups, based on the proposal of the Quality Assurance Committee

at the College level and with the approval of the Rector, to carry out evaluation activities as needed.

- Ensures that the rectorate, academic and organizational units, and governing bodies of the College implement the action plan dynamics for the application of accreditation standards and recommendations of the Kosovo Accreditation Agency (KAA), and prepares reports every three months on the progress of the implementation of recommendations and standards, informing the Rector about the same.
- Twice a year, the Coordinator of the Office for Quality Assurance at the College reports to the Senate on quality assurance within the College.
- Leads the processes of institutional accreditation and re-accreditation, as well as the accreditation of study programs, and maintains regular communication with the Kosovo Accreditation Agency (KAA) and other relevant institutions both domestically and internationally.
- The Office for Quality Assurance is supported by administrative and academic staff in the preparation of the necessary analyses for this office.
- Maintains the staff evaluation processes based on the evaluation procedure.

9. Office for Academic Affairs

The duties of the Office for Academic Affairs are:

- Organizes and coordinates work related to academic matters;
- Prepares materials for the meetings of the College Senate, the College Board, Faculty Councils, and departments where academic and scientific issues are discussed;
- Manages the student grouping system (distribution of students into groups), implements requests for group changes;
- Manages the teaching schedule, requests for schedule changes, and prepares the schedule for the use of classrooms;
- Keeps records of the implementation and realization of the teaching process according to programs, years, and subjects.
- Manages records for student attendance, performs calculations, and generates final reports related to this matter.
- Collects and processes staff requests for materials, teaching resources, etc.
- Issues curriculum books, syllabi for specific subjects to students according to their requests.
- Prepares reports related to the average duration of studies, the average grade of studies, the average grade by subjects, years, and programs.
- Prepares reports for graduates.
- Prepares the list of inactive students according to programs and years (in collaboration with the College's financial office).
- Prepares forms for proposing bachelor and master thesis topics.
- Issues the diploma supplements to graduating students.
- Prepares materials for the publication of the overview of study plans and programs.
- Performs the secretarial duties in the study commission at the Faculty Councils and Senate level and serves as an advisory office for the study commissions of academic units.

10. Computer Centre of the College

- The duties and responsibilities of the College Computer Centre are:
- Develops and sets standards for regulations related to hardware, software, computer

- network, server, computer platforms, etc.
- Plans and proposes projects for the College's information technology (IT) needs.
- Coordinates the implementation and maintenance of IT projects in the College.
- Supports IT systems and requirements, including electronic education for staff and students.
- Organizes, leads, and coordinates activities for the development of distance learning (e-learning);
- Ensures the implementation of applicable programs according to standards and needs for easy management of administration for both academic and non-academic staff of the College;
- Organizes training and professional development for employees working in the College Computer Centre;
- Ensures the implementation of effective measures for the security of the College's computer system;
- Ensures the implementation of activities to improve the College's performance in electronic evaluation systems (such as Webometrics, etc.).

Helpdesk Leader

- Avoids or resolves problems on each employee's computer and other computers of the College.
- Avoids problems on each computer related to hardware and software systems.

Server-Network Administrator

- Installs and maintains the Domain Controller server, installs and configures the Windows Advanced Server operating system for the DC.
- Creates accounts for all students and staff of the College.
- Creates shared and individual spaces for all users of the computer network resources.
- Installs and maintains the Firewall server, ISA server (Internet Security Accelerator Server) on the Windows Server operating system, filters internet access, and protects against external attacks.
- Connects servers, interconnects servers with UTP CAT5 cables.
- Connects computers, logs in, and configures all computers to the domain (DC).
- Generates backups, stores the latest regular state of servers in case of a need to restore records and the latest configuration to a regular state.
- Manages the domain.
- Blocks prohibited websites for students.
- Administers and maintains the online evaluation program for teachers.
- Administers and maintains the Moodle platform.
- Performs other tasks assigned by the supervisor.

Administrator of the website and internet:

- Designs and updates the website with necessary materials for the College.
- Updates the content on the Internet.
- Manages the College's intranet.

11. Administrative Assistant – Clerk

Implements the information and communication system with the students of the program for which is designated.

- Provides students with relevant documentation related to academic matters.
- Receives applications from new students for registration, prepares the records for the entrance

exam

- Prepares the general and individual transcripts of students according to exam terms.
- Organizes student documentation in their files.
- Enters and monitors students' progress in the electronic student management program.
- Issues administrative documentation to students related to their academic activities and performance.
- Creates files for registered students.
- Participates in the public defence sessions of thesis, maintaining the documentation until the completion of the course.
- Prepares reports related to the daily tasks performed.
- Performs other tasks as assigned by the supervisor, as needed.

**12. Technical Assistant in the Office
of the President/Manager/
Rector**

- Coordinates work in the office of the president/manager/rector
- Registers meetings, phone calls, and maintains the staff directory of the College
- Ensures that phones are used only for official purposes
- Participates in the preparation of meetings and conferences, including hotel arrangements, and registers visitors to the College
- Welcomes visitors and phone callers, relays messages from management, and forwards messages to management
- Assists in translations from Albanian to English and vice versa, when necessary
- Processes texts, memorandums, documents, and other forms on the personal computer for the needs of the College's management
- Types letters, reports, and documents sent from other institutions
- Delivers College documents for signature and keeps records of the documents sent
- Informs academic staff about meetings held at the College, the teaching schedule, and exam schedules
- Performs other tasks related to this position as assigned by the supervisor.

13. Archivist

- Receives all archival material from the relevant services;
- Archives the official documentation of the College based on the prescribed nomenclature and - rules for the retention and registration of archival material, and manages the archival register;
- Proposes to the Rector and Secretary of the College the list of categories of registered materials for retention periods;
- Prepares and proposes the destruction of registered material and keeps records of this;
- Follows and applies the legal provisions regulating the management of archival materials.
- With the permission of the Rector and the Secretary of the College, grants temporary use of the archival material with a receipt;
- Maintains and manages the main protocol for the registration of materials;
- Distributes the mail after receiving it from the Rector or the Secretary of the College;
- Distributes letters, decisions, and other materials through the internal distribution book to all College staff;
- As needed, makes photocopies of materials and organizes them;
- Performs other tasks according to the archive rules and by the orders of the Secretary and the Rector.

14. Librarian

- Registers the literature (books) of the College library.
- Works on and completes the signatures of the library books.
- Ensures the documentation of the users of the library literature.
- Organizes the books according to sectors.
- Assists in preparing priority lists for the books needed for each academic year.
- Prepares reports for evaluating the condition of the library.

15. Janitor

- responsible for the maintenance of the College's premises.
- Responsible for the maintenance of all equipment at the College.
- Keeps a record of all defects and interventions made to equipment inside and outside the College building.
- Maintains the generator and ensures the fuel supply, tracks fuel consumption, and provides reports on the fuel expenses for the generator's needs.
- Ensures that the surrounding building has continuous lighting.
- Takes care of the maintenance of fire protection equipment.
- Performs other tasks assigned by the supervisor.

16. Security

- Receives visitors, directs them, and informs them about which office they can get accurate information from.
- Asks each visitor for an identification document.
- Requests identification cards from students.
- Prevents unauthorized persons from entering the College.
- Performs other tasks assigned by the supervisor.

14. Driver

- Takes care of the maintenance of the College vehicles.
- Drives the College staff.
- Performs driving tasks for the rector and other supervisors.
- Performs other tasks assigned by the supervisor.

Bus Driver

- Takes care of the maintenance of the College buses.
- Takes care of the preservation and organization of the necessary documentation for maintaining the circulation route.
- Transports students and other staff of the College according to the circulation schedule prepared by the College.
- Transports students and other staff of the College according to special requests from the leadership.
- Informs.
- Performs other tasks assigned by the supervisor.

16. Cleaning Maintenance Staff

- Maintains cleanliness in all premises - offices of Alma Mater Europaea Campus College Rezonanca.
- Takes care of removing waste from the courtyard of Alma Mater Europaea Campus College Rezonanca.
- Takes care of maintaining the flowers in the premises of Alma Mater Europaea Campus College Rezonanca.
- Cleans the windows and glass of the offices of Alma Mater Europaea Campus College Rezonanca.

Article 6

Based on the proposal of the Superiors, changes and additions to the job positions may be made.

Article 7

The increase or decrease in the number of job positions is done based on the proposal of the superiors and the decision of the Governing Council.

Article 8

Upon the entry into force of this Regulation, each employee is obligated to submit a monthly report for the tasks they have completed within that period.

Article 9

This regulation enters into force on the day of approval by the Governing Council of Alma Mater Europaea Campus College "Rezonanca".

PRESIDENT
Acad.Prof.Dr. Ramadan Idrizaj, MD, MSc, Ph.D.



ALMA MATER EUROPAEA
CAMPUS COLLEGE "REZONANCA"

