

POSITION DESCRIPTION

Position Title	Customer Service Officer – Holmesglen Assist
Position No	
Department	Registrar
Faculty/Centre	Engagement and Support
Classification	PACCT Worker Level 3 (PW 3)
Prepared By	Registrar
Date	March, 2024
Reference No	<i>(To be completed by Human Resources Department)</i>
Approved By	Associate Director - Human Resources
Primary Objectives of Position	<ol style="list-style-type: none"> 1. Contribute to the development, implementation and coordination of processes and systems to ensure the effective administrative management of student enrolments and registrations. 2. Ensure the provision of quality customer service to internal and external clients. 3. Contribute to meeting the Key Performance Indicators of converting student registrations to commencements by providing customer service and support to faculties, the International Student Programs department, applicants and key stakeholders. 4. Administer the implementation of a diverse range of support services to engage, guide and influence international learners to ensure successful course commencement and adjustment to study and life in Australia.
Manager/Supervisor	Manager – Student Administration (Manager)
Subordinates (Where Applicable)	Not applicable
Internal Communication Requirements	<ul style="list-style-type: none"> ▪ The Registrar, Manager and staff working within the department. ▪ Student Administration, International Student Programs Department, Student Recruitment staff on all campuses in providing information, advice and support associated with the operations of the department. ▪ Relevant Institute support staff across the Institute in matters pertaining to administrative and other services which support the operations of the department. ▪ Management and staff in departments and faculties across all levels of the Institute as required to undertake the responsibilities of the position.

External Communication Requirements

- Applicants, new and continuing students, and parents and guardians as appropriate, across all campus locations.
- Suppliers, consultants and service providers for resources required for the operation and strategic development of the Registrar's department.
- Government and other associated agencies in relation to administrative, compliance and operational requirements.

Specific Accountabilities

1. In an environment of excellent customer service, respond to customer enquiries, engage with current learners and ensure prompt communication on enrolment.
2. Provide high level administration support for the planning, development and delivery of effective and informative orientation programs to all international students.
3. Maintain student records and relevant correspondence by utilising the Student Management System, including but not limited to phone calls, face-to-face, meeting notes, emails and follow-up actions.
4. Build and maintain strong relationship between the department, faculties and support areas with a focus on improving the student experience.
5. Contribute to the conversion of course registrations to course commencement through the active implementation of Institute enrolment policies and processes.
6. Pro-actively identify opportunities for faculties to increase student numbers.
7. Maintain communication with the International Student Programs department, faculties and service areas in relation to enrolled students and assist faculty staff with the enrolment process.
8. Assist in the conduct of prospective student activities and events in conjunction with the department and the Marketing and Communications department including Open Days, career expos and group enrolment sessions.
9. Undertake administrative tasks related to the registration and renewal process of Overseas Student Health Cover for international students.
10. Through the Student Management System, accurately process student information including, but not limited to student enrolments, payments, amendments and change of details.
11. Maintain departmental records, filing and archiving in accordance with quality management procedures and the Holmesglen Management System.
12. Ensure compliance with the Education Services for Overseas Students (ESOS) Act and the National Code of Practice in relation to International Student Services, enrolments and support services.
13. Comply with the Holmesglen policies and procedures, and applicable legislative and regulatory requirements, and contribute to the ongoing improvement of administrative systems and processes.
14. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.
15. Act in accordance with Holmesglen Safety policies and procedures, including Child Safety standards, to ensure that

departmental operations comply with Occupational Health and Safety legislation.

Qualifications

Minimum

Diploma of Business Administration or similar tertiary qualification in business, administration or related field.

Lesser qualifications may be accepted subject to significant relevant experience.

Knowledge

- Strong operational knowledge of database application software with particular emphasis on student management systems.
- Contemporary office management practices and procedures and latest business and office technology.
- Knowledge of:
 - policies and procedures, related to enrolment administration
 - current government policy in relation to the overseas student visa program, ESOS Act and the National Code of Practice
 - compliance requirements in the education and training sector would be advantageous.
- Knowledge and understanding of cross-cultural communication and culturally sensitive practice.

Experience

- Customer service and office administration experience including experience in dealing with a broad range of people, face to face, telephone and email.
- Experience working with international students and people whose first language is not English
- Experience in:
 - working with all aspects of office management and administrative operations in a complex, multi-disciplinary environment
 - setting priorities in an environment of competing demands.
- Experience in a TAFE or similar educational environment, and in the provision of enrolment advice, would be desirable.

Skills

- Demonstrated excellent interpersonal and written and verbal communication skills and a demonstrated ability to relate professionally to both internal and external stakeholders.
- High level customer service skills and telephone skills, providing courteous, informative and accurate responses to all enquiries.
- Demonstrated excellent organisational skills and the ability to work cooperatively within a team environment or work without supervision.
- Ability to coordinate workflow, prioritise work tasks effectively and work under pressure while maintaining a high level of accuracy and attention to detail.
- Advanced technical competence in the use of the MS Office applications as well as general database management software. Working with Student Management Systems would be an advantage.
- Self-motivated, enthusiastic and proficient in the use of multiple database and computer applications.

- Empathetic and resilient, with the ability to apply knowledge, experience and skills to solve problems and provide sound advice.

Key Selection Criteria

In addition to qualification requirements the incumbent will have:

1. Excellent interpersonal skills, written and verbal communications and customer service skills with a demonstrated ability to liaise effectively with clients, key stakeholders and work colleagues.
2. Excellent organisational and office administration skills, with ability to use initiative, accept responsibility and function effectively with limited supervision.
3. Experience in a client relationship and liaison role, particularly in the education or employment sector.
4. Proven ability to plan and organise systems of work, effectively manage time to meet deadlines, prioritise competing demands and achieve goals.
5. Demonstrated competence in the use of MS Office products, internet-based applications and database management software. Knowledge of Student Management Systems would be an advantage.
6. Demonstrated problem-solving skills with proven ability to investigate and make informed decisions regarding complex issues.

Note

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.
- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- The incumbent may be required to perform their duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Holmesglen is a child-safe organisation. This position requires a valid Victorian Employee Working with Children check and a National Police records check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.