



Position Description

Position Details

Business entity	Kaplan Business School	Department	Student Recruitment
Job title	Agent Liaison Support Officer	Location	Melbourne
Reports to	Agent Liaison Manager	Direct reports	0

Overall purpose

The Agent Liaison Support Officer is responsible for supporting the Agent Liaison Manager and others in the Student Recruitment Team through accurate and efficient data entry & data management; agent liaison; and, other administrative and reporting tasks. This role is key to ensuring Kaplan Business School maintains excellent relationships with our business partners and enhancing the operations of the Student Recruitment team and successful sales outcomes.

Key responsibilities

Data entry and Data Management

- Accurately and efficiently enter data into Agent management and Student management databases;
- Regularly review and update data in Agent management and Student management databases;
- Maintain data and prepare reports used for conducting regular analysis of agent performance;
- Maintain data and prepare reports used for agent commission and bonus reports.

Agent Management

- Process requests for new agent appointment;
- Issue agent certificates, agent agreements and ensure all agent hard copy and soft copy documentation is appropriately filed;
- Work closely with the Admissions team to ensure enrolments are associated with the correct agent and that the agent's branch is active on the system;
- Provide updates of agent listing for the KBS website every 6 months;
- Contribute to and participate in agent training sessions.

Commission Processing

- Accurately and efficiently process commission and bonus invoices received from agents for submitting to Kaplan Accounts Payable for payment;
- Prepare and complete individual agent statements each trimester and year end and distribute to agents;
- Liaise with agents and Kaplan Accounts Payable on commission-related queries and complaints;
- Maintain electronic and paper invoice files.

Other

- Attend to agent enquiries promptly including answering emails, phone calls, walk-in enquiries;
- Prepare data for conducting marketing and sales analysis reports of KBS students and prospective students, including international agent statistics and performance, student nationality mix and student composition;
- Upon request, provide agent contact list for sales and marketing purposes;
- Undertake other administrative work required to support student recruitment activities;
- Other tasks as may be assigned by the Student Liaison Officer or General Manager from time-to-time.



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Reporting Responsibilities

- Primary reporting line is to the Agent Liaison Manager;
- Regular scheduled meetings via telephone, Skype or similar platforms with the General Manager Student Recruitment and the Student Recruitment Team.

School and Government Policies

- Monitor all official KBS documents such agent agreements, if amended or otherwise changes in the performance of duties meet all ESOS requirements and are within National Code framework;
- Ensure ESOS regulations are not breached when carrying out activities or when working with other providers, agents and students.

Contribute to a supportive, positive and safe workplace

- Compliance with all company policies and procedures including WHS legislation requirements;
- Ensure as far as is practicable that the workplace, under your control, is safe and without risks to health;
- Being a productive member of the Kaplan team by displaying the Company values through your day to day role;
- Adherence to Company Policy and Procedure.

Qualifications and skills

Essential

- Completion of a diploma qualification and subsequent relevant work experience, or an equivalent combination of relevant experience and/or education/training;
- Experience in an administrative role with a demonstration of high attention to detail, accuracy, and vigilance in compliance;
- Experience in data entry and data management;
- Demonstrated problem-solving skills;
- Well-developed verbal and written communication skills;
- Ability to prioritise to meet competing demands and work effectively under pressure and efficiently within a given timeframe and the relevant guideline and policies and procedures;
- Demonstrated ability to work independently and as part of a team and to be flexible in responding to changing work priorities;
- Excellent computing skills including CRM software, word processing, spreadsheets, and databases using MS office software.

Desirable

- Experience in education-related sales department or finance department;
- Experience in using Salesforce.



Position Description

Further Information

For further information about this position please contact:

CONTACT DETAILS TO BE DETERMINED

Employee signature _____

Date _____

Manager signature _____

Date _____