



# Position Description

## Position Details

<b>Business Entity</b>	Kaplan Business School	<b>Department</b>	Student Experience
<b>Job Title</b>	Student Records Officer	<b>Location</b>	Brisbane
<b>Reports To</b>	Campus Director	<b>Direct Reports</b>	Nil

## Overall Purpose

The Student Records Officer is responsible for all aspects of the campus specific database maintenance and liaison with the relevant stakeholders. They are to ensure that all financial and administrative information is recorded accurately and amended/alterd when necessary.

## Key Responsibilities

### Student Information

- Maintain and process data in the Student Management System (EduPoint) including data collected from students at orientation and throughout their course.
- Ensure student records are accurate and up to date.
- Track expiry dates of visa and passport and follow up where necessary.
- Maintain electronic and hard copy filing systems and undertake document retention.
- Maintain Academic Files – make sure all necessary paperwork is complete, accurate, signed and filed.
- Audit academic files for accuracy and to ensure all necessary documentation is present and complete.
- Other duties as required.

### Database and Financial Administration

- Enrol students into subjects each trimester.
- Generate subject invoice.
- Allocate receipt to student invoice.
- Process all subject changes and financial implications.
- Process refunds, credits and any addition requirements.
- FEE HELP information recorded and reported on.
- Payment plans instituted for appropriate students and relevant records maintained.
- Update in EP student record for students that fail to start, fail to continue or defers study.
- Update in student details in PRISMs such as change of address details.
- Confirm commission amounts are correct on student invoices.
- Ongoing in liaison with Student Experience, Admissions & Finance.
- Maintain RPL data against the student record.
- Undertake error reporting each trimester to ensure data quality and integrity.



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## Administration

- Respond to student queries in a timely manner.
- Produce relevant student documentation as required, such as interim transcripts.
- Assist with student reports and information as directed by the Campus Manager and/or Registrar.
- Provide administrative support to the campus team as required.

## 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

- Minimum of two years' experience in customer service / administration or Office support roles.
- Ability to plan, control, coordinate and manage activities with minimal supervision.
- Ability to facilitate and maintain key relationships with internal and external sources.
- Proven experience in data entry with excellent attention to detail.
- Ability to work in high-volume environment.
- Excellent verbal and written communication.
- A motivated self-starter.

### Desirable

- Experience in Student management databases.

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Manager Signature \_\_\_\_\_

Date \_\_\_\_\_