



Position Details

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| Business Entity | Kaplan Business School | Department | Admissions and Enrolments |
| Job Title | Admissions Administration Officer | Location | Sydney |
| Reports To | Admissions and Enrolments Manager | Direct Reports | Nil |

Overall Purpose

The KBS Admissions Administration Officer is responsible for providing administrative assistance to ensure the accurate and timely processing of student applications and other documents relating to student admissions and enrolments. The role maintains a high level of customer service and product knowledge to assist in potential conversion of student enquires.

Key Responsibilities

Student Admissions and Administration

- Coordinate the workflow in the admissions inbox and allocate applications to the appropriate region
- In compliance with school policies and procedures, respond professionally, accurately and in a timely manner to enquiries regarding programs and admission requirements
- Process enrolment changes on both the student database and PRISMS as applicable
- Support in the completion of all admissions documentation from enquiry to enrolment processing for international and domestic students
- Audit of paperwork to ensure compliance with school policies
- Process Pre-Commencement Withdrawals and Refunds
- Maintain student files and filing systems
- Other administration duties as required

Sales and Marketing support

- Maintain a high level of product knowledge relating to all aspects of student education and training
- Provide advice and information to applicants, agents, academic and general staff of the School, and external agencies, about programs, admissions requirements and procedures in compliance with School policies and procedures
- Be proactive with suggestions and ideas for the team
- Maintain familiarity with the School's advertising and that of its competitors
- Adhere to the service level agreed timescales for student applications

File Management and PRISMS

- Maintain records on PRISMS
- Create electronic student files for student enrolments and ensure orderly record keeping
- Ensure that all hard copy documentation is filed in the appropriate folders

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

- Previous experience within an education or administrative field or equivalent
- Strong knowledge of student database processes
- Competency in use of Microsoft Office products
- Ability to organise resources and establish priorities
- Excellent written and verbal communication skills
- Attention to detail, accuracy and an ability to meet deadlines
- Strong interpersonal skills and an ability to foster a cooperative work environment
- Well-developed customer service skills
- Good problem solving skills

Desirable

- Working with Children Check
- Knowledge of the ESOS Act and National Code is highly regarded
- Knowledge of Australian and foreign qualifications framework
- Qualification in Administration, Business or Management Systems

Employee Signature _____

Date _____

Manager Signature _____

Date _____