

POSITION DESCRIPTION			
JOB TITLE	Admissions Officer MIT	REPORTS TO DOTTED REPORT TO	Business Development Manager Campus Director
LOCATION	Perth	NUMBER OF DIRECT REPORTS	Nil
PURPOSE OF THE ROLE			
<ul style="list-style-type: none"><li>Responsible for the accurate and timely assessment and admission of students into the MIT programs</li><li>Handle email enquiries regarding pre-arrival program admissions to internal &amp; external customers</li><li>Provide accurate and timely communication of information to all customers and stakeholders</li><li>Provide administrative and/or marketing support to staff if required</li></ul>			
KEY ORGANISATIONAL RELATIONSHIPS/ INTERACTIONS			
To achieve the objectives of this role, the Admissions Officer is dependent on the following departments or roles:			
<u>Internal Relationships</u>		<u>External Relationships</u>	
<ul style="list-style-type: none"><li>Admissions Manager</li><li>College Director</li><li>Business Development Director</li><li>Students</li><li>Academic and Administrative Staff</li><li>MIT and Kaplan staff</li></ul>		<ul style="list-style-type: none"><li>Murdoch University staff</li><li>Education Agents</li></ul>	
DELEGATED LEVELS OF AUTHORITY (E.G. EXPENSES, STAFFING)			
Approval is required from College Director or Business Development Director before incurring any expenses.			
JOB OUTPUTS & MEASURES			
KEY PERFORMANCE INDICATORS (KPI)	TASKS	MEASURES	
Student Enrolments and Administration	<ul style="list-style-type: none"><li>Process student applications accurately and in a timely manner to maximise the conversion of enquiries into applications and enrolments</li><li>Respond professionally, accurately and in a timely manner to inquiries by email, mail, fax, telephone or in person</li><li>Check the completeness of documentation lodged with applications for admission to courses</li><li>Assess student eligibility accurately in accordance with the college entry criteria and MU</li></ul>	<ul style="list-style-type: none"><li>Enquiries and applications received by email, mail, fax, telephone or in person are responded to in a timely fashion, with 24 hour turnaround time for first response</li><li>Applications are assessed for completeness, with further documentation being requested as appropriate</li><li>Application details entered onto the database accurately</li><li>Information on student visas are up to date</li></ul>	

	<p>package criteria</p> <ul style="list-style-type: none"> <li>• Process enrolment changes that apply in the period before course commencement and up until date of commencement on both student database and PRISMS as applicable</li> <li>• Liaise with agents about students who do not commence their courses on due date</li> <li>• Inform Student Services team of any offshore withdrawals or deferrals and orientation non-commencements</li> <li>• Inform Murdoch International Office of any packaged student non-commencement, withdrawal or deferral</li> <li>• Update and maintain student database by ensuring all database processes relating to recording enquiries, making offers, recording courses and invoicing are correctly followed</li> <li>• Conduct regular offer letter follow-ups pre- and post-course start dates and note outcomes on database</li> <li>• Refer to academic or other staff on matters relating to course approval, accommodation or special requests.</li> </ul>	<ul style="list-style-type: none"> <li>• All ESOS Act and SVP requirements are adhered to</li> <li>• Applications are assessed in accordance with NOOSR or other relevant higher education assessment sites.</li> </ul>
PRISMS	<ul style="list-style-type: none"> <li>• Maintain records on PRISMS</li> <li>• Issue CoE documents in a timely and accurate manner</li> </ul>	<ul style="list-style-type: none"> <li>• Booking procedures in accordance with ESOS Act and National Code</li> </ul>
File Management	<ul style="list-style-type: none"> <li>• Create student files for International enrolments and save in the appropriate folder in MIT Shared drive</li> <li>• Save student files for offshore withdrawals and cancellations appropriate folder in MIT Shared drive</li> <li>• Ensure neat and tidy environment in relation to file storage, folders, reference materials etc. and that student files are tidy and up to date</li> </ul>	<ul style="list-style-type: none"> <li>• Filing is regularly maintained with all files ready by pre-arrival deadline</li> </ul>

Sales & Marketing Support	<ul style="list-style-type: none"> <li>• Respond to daily enquiries via mail, email, website etc.</li> <li>• Update the BDM of outstanding issues in relation to visa applications, agents, fees etc.</li> <li>• Provide general assistance to the Marketing Team if required</li> <li>• Process, revise and update offer letters and provide information on student visa application processes</li> <li>• Assist student records with letters of offer for student extensions as required</li> <li>• Assist with product training and ensure staff are aware of information affecting the college eg: visa changes, course entry changes etc</li> </ul>	<ul style="list-style-type: none"> <li>• Responses given within 24 working hours of receipt of enquiry</li> </ul>
Customer service	<ul style="list-style-type: none"> <li>• Maintain a high level of product knowledge relating to all aspects of student education and training</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• Accurate and timely information provided to prospective students</li> <li>• Direct requests and enquiries to relevant staff</li> <li>• Increased student enrolments as a result of excellent customer service and agent support</li> <li>• Strengthened relations and positive feedback from University staff</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Attend team and college meetings as directed</li> <li>• Be proactive with suggestions and ideas for the team to improve service as required</li> </ul>	<ul style="list-style-type: none"> <li>• Active participation in all meetings as required</li> </ul>
Demonstration of Kaplan Values	<ul style="list-style-type: none"> <li>• Adhere to Company policies and procedures as well as Kaplan values in day to day role</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated adherence to Kaplan Values</li> <li>• Respect and comply with all Company policies and procedures</li> </ul>
Workplace Health & Safety (WHS)	<ul style="list-style-type: none"> <li>• Comply with all WHS legislation requirements and company policies and procedures</li> <li>• Accountable for identifying unsafe or unhealthy conditions or behaviour</li> <li>• Attempt to remedy all problems relating to WHS</li> </ul>	<ul style="list-style-type: none"> <li>• All hazards, risks and incidents are reported/escalated immediately as per company policy</li> <li>• Participation in trial and if applicable, real emergency evacuations, ensuring fire warden directions are adhered to (self and direct reports)</li> </ul>

		<ul style="list-style-type: none"><li>• Employees have a safe and healthy work environment, free of risks</li><li>• OHS is included as a regular agenda item at team meetings with related discussion items documented and reported/escalated in line with OHS policies and procedures</li></ul>
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PERSON SPECIFICATION – COMPETENCIES REQUIRED FOR THE POSITION		
<u>SKILLS</u> List skills	<u>TECHNICAL KNOWLEDGE / QUALIFICATIONS /EXPERIENCE</u> e.g. Degree in, knowledge of ...	<u>PERSONAL ATTRIBUTES</u> List traits
<b>Essential:</b> <ul style="list-style-type: none"> <li>• Excellent customer service skills</li> <li>• Effective communication skills</li> <li>• Can take initiative</li> <li>• Able to work within a team</li> <li>• Attention to detail, accuracy and an ability to meet deadlines.</li> <li>• Ability to use initiative and to work unsupervised.</li> <li>• Good Interpersonal skills</li> </ul> <b>Desirable:</b>	<b>Essential:</b> <ul style="list-style-type: none"> <li>• Previous administration experience</li> <li>• Proficient user of Microsoft Office including Word, Excel, Outlook Express and Internet Explorer</li> <li>• Experience in database administration</li> <li>• Knowledge of ESOS Code of Practice</li> <li>• Experience working with international students</li> <li>• Up-to-date working knowledge of key legislation, policies and procedures relevant to international students, including SVP policies.</li> </ul> <b>Desirable:</b> <ul style="list-style-type: none"> <li>• Ability to speak a language other than English</li> <li>• Experience working in a cross-cultural work environment</li> </ul>	<b>Essential:</b> <ul style="list-style-type: none"> <li>• Professional presentation</li> <li>• Pleasant, friendly manner</li> <li>• Punctual</li> <li>• Deadline driven</li> <li>• Task focussed</li> <li>• Team player</li> <li>• Detailed</li> <li>• Culturally sensitive</li> <li>• Positive</li> <li>• Empathic</li> </ul> <b>Desirable:</b>
<b>Key Competencies:</b> <ul style="list-style-type: none"> <li>• Accuracy and attention to detail</li> <li>• Customer Focus</li> <li>• Building Partnerships</li> <li>• Follow Up</li> <li>• Communication</li> <li>• Work Standards</li> <li>• Adaptability</li> </ul>		

**This Position Description is agreed by:**

Manager's Signature .....

Date .....

Position Holder's Signature .....

Date .....