

Position Description – Client Services Officer (Admissions)

Updated 7 February 2022

POSITION DETAILS	
College/Portfolio	Portfolio of the Vice-President and Pro Vice-Chancellor (International)
Organisational Unit	Flinders International
Supervisor (Title)	Senior Manager, International Admissions
Classification	Higher Education Officer Level 5
Employment Type	Fixed Term, Full-Time

POSITION SUMMARY
<p>Under general direction, the Client Services Officer (Admissions) is responsible for a range of tasks relating to the admission of international students to the University, with a particular focus on contributing to high level client service delivery in the assessment of applications, and issuance of offer letters.</p> <p>They will be required to have a well-developed understanding of all aspects associated with the international student purchase cycle including enquiries, assessment, recruitment strategies/campaigns and Key Performance Indicators associated with the relevant team.</p> <p>The position may require work outside of normal hours with restrictions on taking leave during peak work periods.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> • demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence and the underlying ethos of being Student Centred; • contribute to the efficient and effective functioning of the team or work unit in order to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members if required and undertaking other key responsibilities or activities as directed by one's supervisor; • promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; • perform their responsibilities in a manner which reflects and responds to continuous improvement; and • familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>It is a requirement of this position that the incumbent maintain a valid National Police Certificate which is satisfactory to the University.</i></p>

Pursuant to Child Safety (Prohibited Persons) Act 2016 (SA) this position has been deemed prescribed. It is an inherent requirement of the position that the successful candidate maintains a current Working With Children Check which is satisfactory to the University.

If you are required to work in any capacity, incidental or not, in a health care setting or other setting identified within a government direction issued pursuant to the Emergency Management Act 2004 (SA) or Public and Environmental Health Act 2011 (NT) you will be required to be vaccinated against COVID-19 and provide proof of your vaccination as a condition of your employment.

KEY POSITION RESPONSIBILITIES

The Client Services Officer (Admissions) is accountable for:

1. Ensuring the effective and efficient processing of international student applications on a day-to-day basis in accordance with organisational objectives across a range of programs and recruitment channels including but not limited to:
 - General applicants;
 - Sponsored students;
 - Pathway packaged applicants;
 - Joint/Dual/Articulation degree programs;
 - Offshore programs; and
 - International Study Abroad and Exchange programs.
2. Adhering to Standard Operating Procedures relating to admissions policies, processes and systems whilst ensuring a high-level of customer service is maintained at all times within defined organisational timelines.
3. Contributing to the development and maintenance of a strong customer service culture in a team environment.
4. Identifying and responding to enquiries, and where applicable manage issues arising from enquiries from prospective students, recruitment agents and University staff in a timely manner, or escalate more complex matters with suggestions towards a solution.
5. Supporting the development of new initiatives in the University which will assist in meeting recruitment targets and managing workload.
6. Liaising with relevant stakeholders both internal and external in relation to applications, including academic equivalence, credit transfer, quota programs and other arrangements.
7. Applying a comprehensive knowledge of established practices and procedures as they affect all aspects of the range of admissions and operations.
8. Taking initiative and providing support to other teams within the International Recruitment team as required, particularly during peak periods.
9. Any other responsibilities in line with the level of the role as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a degree qualification and/or an equivalent combination of relevant experience and/or education and/or training.
- Demonstrated high-level administrative skills including data entry, word processing, with a commitment to attention to detail, speed, accuracy and an ability to be solution focused
- Demonstrated experience and commitment to delivery of high-level customer service including contributing towards a strong client focused culture in a team environment. Well-developed organisational skills including demonstrated experience in meeting operational objectives for on-going tasks and specific tasks/projects in a complex business environment.
- Well-developed computing skills including the ability to effectively utilise web and computer-based systems and familiarity with the Microsoft suite of programs and experience in the use of CRM systems.
- Well-developed interpersonal and oral communication skills that contribute to effective operational processes and build constructive relationships.
- Demonstrated experience working with international students, including an understanding of other cultures and the ability to communicate in a cross-cultural working environment.
- Well-developed oral and written communication skills including a good phone manner (and demonstrated ability to respond to enquiries across a broad range of areas/information.
- Knowledge of University program structures, academic policies and procedures, and the ability to interpret and apply University policies and procedures.
- A general understanding of the ESOS Act, Government visa policies and the National Code as they related to the assessment and issuance of international student offers.