

STUDENT RECRUITMENT OFFICER

DEPARTMENT/UNIT	Office of the Pro Vice-Chancellor (Indonesia)
FACULTY/DIVISION	Office of the Pro Vice-Chancellor (Indonesia)
CLASSIFICATION	HEW Level 5
DESIGNATED CAMPUS OR LOCATION	Monash Indonesia

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

In establishing the Monash Indonesia campus the University is continuing its commitment to being a truly global university. This new Monash campus joins a dynamic network alongside the highly successful Monash University Malaysia, as well as our partnered campuses in Suzhou and Mumbai.

The campus makes a strong and distinctive contribution to Indonesia's social, economic and technological development. Through the establishment of this campus Monash is cementing its position as a truly global university. Monash is committed to making a global impact and this requires a global outlook. Indonesia is a key partner for Australia and the University, and we're committed to building important and lasting relationships.

The establishment of a local Monash campus builds and strengthens existing ties between Australia and Indonesia, and provides access to exceptional students, staff, research collaborations, industry engagement and alumni. We pave new pathways for students who desire a global education and be awarded at the conclusion of their studies with a world-class Monash University degree. For more information, please visit www.monash.edu/indonesia.

POSITION PURPOSE

The **Student Recruitment Officer** is located under the Chief Operational Officer (COO) and Marketing Communications Department Monash University, Indonesia campus with dotted line to University Marketing, Admissions and Communications (UMAC). The Division is focused on ensuring our audiences have the best possible experience - personalised to their interest and the way they want to engage with Monash.

We set the University-wide strategic admissions, marketing and communications direction and are advocates and enablers of the brand. We make sure all admission, marketing and communication execution is consistent and amplified to achieve maximum impact. We do this by working in seamless unity with our internal partners.

The **Student Recruitment Officer** is responsible for providing expert advice to prospective students on a range of tier two specialist enquiries. The incumbent is expected to investigate and resolve complex issues relating to student recruitment and admissions, in order to deliver high-level customer service and improve student conversion rates.

The **Student Recruitment Officer** supports an increase in student recruitment conversion rates, ensuring active promotion of the brand across key recruitment channels and in all interactions with stakeholders.

Reporting Line: The position reports to the Student Recruitment and Manager

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Implement and deliver a range of complex yet effective specialist tier two domestic and international prospective student processes including responding to queries referred from Monash Connect, complex case management throughout the recruitment and conversion cycle, actively promoting the Monash University and Monash College brand and proactive engagement with prospective students with a view to increase conversion rates
2. Provide high levels of customer service to prospective students, agents, school counsellors, sponsors, applicants and other stakeholders in accordance with best practice guidelines, policy and procedure
3. Maintain service standards including prompt issue resolution and adherence to privacy, confidentiality, compliance, reporting and record-keeping requirements
4. Undertake the input and analysis of data, including ensuring effective security, storage and distribution of data, records and reports and contribute to record-keeping compliance, reporting requirements and student recruitment strategy
5. Provide sound and timely advice, guidance and support to prospective students and other stakeholders informed by a strong knowledge of products, country qualifications, complex entry requirements and equivalency, competitor offerings and government sponsor-specific application procedure
6. Participate in and implement continuous improvement activities relating to service practices, quality assurance and customer service excellence
7. Maintain effective working relationships with colleagues, clients and other internal and external stakeholders to support and facilitate student recruitment conversion activities

8. Provides insight related to the student recruitment journey from the customer perspective in order to increase the number of student intake
9. Other duties as directed from time to time

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - A tertiary qualification in a relevant field; or
 - substantial relevant skills and work experience; or
 - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Experience and demonstrable success in a recruitment or sales environment, with a demonstrated commitment to providing outstanding service to customers in a busy environment and a strong knowledge of the tertiary education sector and/or international student recruitment
3. Excellent administration skills and a demonstrated capacity to deliver effective operational processes and systems
4. Demonstrated organisational skills, including the ability to set priorities, manage time and plan work to meet deadlines
5. A strong commitment to excellence in customer service and a hands-on approach to service provision
6. Ability to work as an effective member of a team as well as the ability to exercise independence and judgement where required
7. Demonstrated analytical and problem-solving skills
8. High-level communication skills, including an engaging, professional phone manner and the ability to convey information to clients from a variety of cultural and language backgrounds
9. Highly developed computer literacy, including experience using business software such as Microsoft Office

OTHER JOB RELATED INFORMATION

- Travel to other campuses of the University may be required
- There may be a requirement to work additional hours from time to time
- There may be peak periods of work during which taking of leave may be restricted
- This position may require a successful Medical check

GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.