

ADMINISTRATIVE EXECUTIVE, INTERNATIONAL STUDENT PASS

SCHOOL/UNIT	Student Life
SUB-UNIT	International Student Pass Office
CLASSIFICATION	HEW 5
WORK LOCATION	Main campus

ORGANISATIONAL CONTEXT

Monash University is a modern, global, research-intensive university, delivering education and research excellence in Australia and across the Indo-Pacific. We are making a positive impact on today's global challenges – whether by mitigating climate change, easing geopolitical insecurity or fostering healthy communities. Monash University is Australia's largest university and a member of the prestigious Group of Eight, a group of Australia's eight leading research universities. We have been consistently ranked among the world's top universities, at 36th globally in the QS World University Rankings and 58th in the Times Higher Education World University Rankings in 2026, reflecting our strong commitment to academic and research excellence.

Monash University is a global university with four campuses in Australia and a campus in Malaysia and Indonesia. In India, Monash Research Academy is a postgraduate research and PhD training partnership with the Indian Institute of Technology Bombay, whilst Monash-Suzhou is a partnership between Monash University and Southeast University focused on world-class research and training in China. The Monash University Prato Centre meanwhile provides a European base for international research and education. Additionally, Monash has extensive international partnerships and study abroad programs with more than 100+ partner universities around the world.

Established in 1998, Monash University Malaysia is Monash's third-largest campus and one of Malaysia's most respected higher education institutions. More than 13,800 students representing approximately 92 nationalities are currently enrolled at Monash Malaysia, and they enjoy a quality study experience supported by committed staff members. We place a strong emphasis on student experience and strive to produce graduates who can lead and contribute to their local and regional communities. Our graduates can be found in positions of importance all over the world. Since welcoming our first cohort of 417 students, we have graduated more than 32,400 students, including 1100 PhDs.

We pride ourselves in educational excellence, offering degrees in arts and social sciences, business, engineering, information technology, medicine, psychology and health sciences,

pharmacy, and science across seven schools. New courses in emerging areas, including artificial intelligence, data science, digital business and pharmaceutical science, expand our range of internationally-recognised degrees for a changing world. We invest in constantly upgrading our facilities to incorporate cutting-edge teaching and learning technology to enhance our students' and staff's experience.

In line with Monash University's strategic plan, Impact 2030, our research focuses on issues of national and global significance. We strive to formulate and implement solutions that could mitigate the effects of climate change, promote geopolitical security in the ASEAN region and improve health and wellbeing to enable communities to thrive. Our research projects and researchers are making long-term and sustainable impact across health, economics, policy, technology, the environment and society at large. We also offer a broad range of world-class infrastructure and services to support the needs of the research community and industry.

Our campus is located in Greater Kuala Lumpur, one of the region's industrial hotspots. We sit in the heart of the rapidly developing economic corridor linking Singapore, Kuala Lumpur, Bangkok and beyond. Our education and research are oriented towards deep engagement with this dynamic socio-economic and industrial landscape.

Monash University Malaysia is committed to delivering quality education and research to address the global challenges of our time, and we have ambitious plans to reach our goals. Join us as we make a positive difference for the betterment of communities worldwide.

Monash University Malaysia values staff diversity and champions inclusive practices. We are committed to equitable decision making and apply the principles of achievement relative to opportunity in our selection processes.

For further information, please visit www.monash.edu.my.

The Student Life Unit is charged with leadership, management and innovation in the provision of high-quality non-academic services to students at Monash Malaysia. The Unit supports the academic enterprise through a range of student services which includes Student Engagement and Development, Career Services, Counselling, Health and Wellness, Disability Support Services, Scholarships and Study Loans, Student Advisory and Support, Monash Malaysia Connect and Student Academic Services.

The International Student Pass sub-unit provides student pass related services and advises on Immigration requirements for international students.

POSITION PURPOSE

The Administrative Executive position is responsible for ensuring that all communications with internal and external stakeholders are accurate, effective and professional. The role focuses on providing advice and support in line with the University's policies and procedures while ensuring compliance with the Malaysian government regulations. The position is also responsible to deliver high-quality, responsive services to all stakeholders, ensuring a positive experience in line with the University's goals and objectives.

Reporting line: The position reports to Assistant Manager under routine supervision

Supervisory responsibilities: Not applicable

Financial delegation: Not applicable

Budget responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Advisory Services - Provide precise advice to students and stakeholders on student pass requirements, in accordance with the Malaysian government regulations and University policies and procedures.
2. Vetting and Submission - Conduct timely and accurate vetting of student pass applications, ensuring proper submission to the Education Malaysia Global Services (EMGS) and Immigration Department of Malaysia.
3. Database and Record Management - Maintain an up-to-date database of student pass data and ensure effective record management while complying with the regulatory standards.
4. Customer Service Excellence - Deliver high quality, responsive and professional support to international students and stakeholders, ensuring a positive experience and effective resolution of inquiries or issues.

KEY SELECTION CRITERIA

Education / Qualifications:

1. A university degree and/or relevant experience in a similar capacity in a tertiary education setting.

Knowledge and Skills:

1. Ability to prioritize tasks and manage multiple demands in a fast-paced environment, ensuring timely and accurate service delivery.
2. Strong attention to detail with a customer-centric approach, effectively building relationships and resolving issues with integrity.
3. High proficiency in written and verbal communication, ensuring clear, concise information is conveyed to internal and external stakeholders.

Desirable:

1. Proficiency in Mandarin, both spoken and written, is an advantage for enhancing communication with Mandarin-speaking students and stakeholders.

OTHER JOB RELATED INFORMATION

- 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]

LEGAL COMPLIANCE

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Personal Data Protection; Research Conduct; and Staff/Student Relationships.