Country Officer (Malaysia)

POSITION NUMBER: 0061809

EMPLOYMENT TYPE: Full time (contract based), fixed term for 1 year with the possibility of an extension

SALARY: An appropriate salary will be negotiated

OTHER BENEFITS: Staff training and development opportunities, Health and travel insurance, Employee Provident Fund (EPF)

LOCATION: Based in Kuala Lumpur, Malaysia

HOW TO APPLY: Online applications are preferred. Go to http://about.unimelb.edu.au/careers, select the relevant option (‘Current Opportunities’ or ‘Jobs available to current staff’), then find the position by title.

CONTACT FOR ENQUIRIES ONLY: Elaine Lew (Regional Manager Singapore & Malaysia)
elaine.lew@unimelb.edu.au

THIS POSITION IS BASED IN MALAYSIA
The successful applicant will be employed through a Malaysian Human Resources company on behalf of the University of Melbourne. The successful applicant will be required to sign a Code of Conduct acknowledging, among other things, that they do not have any conflict of interest.
THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. More than a third of the University’s students are international students and its staff has networks across the world. The main campus in the heart of Melbourne is recognized as the hub of Australia’s premier knowledge precinct. The University includes ten academic divisions, eight hospitals, many leading research institutes, and a wide-range of knowledge-based industries. Currently ranked as the top university in Australia, the University of Melbourne is at the forefront of higher education in the Asia-Pacific region and the world.

OFFSHORE OFFICE

An integral component of the University of Melbourne’s International strategy has been the development of two-or-three-person offshore offices in countries from which the University draws large numbers of international students. Currently the University has offices in China (Beijing and Shanghai), India, Singapore, Malaysia (Kuala Lumpur), North America and Indonesia (Jakarta). The offshore office staff are primarily focused on delivering student recruitment plans and is part of the University’s Student Recruitment team within Student and Scholarly Services.

The University’s offshore offices provide high order representation and engagement for the University in their geographical areas of responsibility. They support the University’s marketing, student recruitment and admissions functions by disseminating information, co-ordinating communication activities and providing support to the University’s education representatives; they also support linkages and academic relationships with research, industry, and business institutions; they support alumni relationships, and they provide on the ground assistance to visiting University staff.

ABOUT THE ROLE

Position:

A dynamic, motivated individual with the highest order communication, organizational and interpersonal skills is required to support student recruitment in Malaysia. A significant part of this role will focus on the facilitation and attendance at education exhibitions, interview programs, seminars and webinars, school visits, and the support of current University representative (agent) activities across Malaysia.

To succeed the Country Officer will require knowledge of the University of Melbourne student experience and have the capacity to engage effectively with prospective students and their families.

The position is based in Kuala Lumpur and the successful candidate will be engaged through a Malaysian Human Resources company on behalf of the University of Melbourne. The position is embedded in the University’s team in Malaysia and reports directly to the Regional Manager (Singapore & Malaysia). You will work with staff based in the Kuala Lumpur office and with colleagues in Melbourne. From time to time, you may be required to support operations in Singapore. You will be proactive and have a strong sense of initiative, with the ability to work autonomously and with a remote team.
Reporting line: Regional Manager (Singapore & Malaysia)

Core Responsibilities:
- Actively engage with students, parents, and agents for conversion activities
- Support in management of incoming enquiries from students via emails, phone calls or the University’s CRM
- Support the UoM Malaysia team in student counselling activities
- Support the team in data collection and updates for various reporting purposes
- Responsible for ongoing market research and intel for various purpose
- Need based liaising with the UoM design, recruitment operations and other Melbourne based teams on need-based student recruitment tasks and projects
- Provide support for other student recruitment activities
- Represent the University in education fairs as and when required
- Demonstrate commitment to actively contributing to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement, and job satisfaction.
- Other responsibilities as directed by the Regional Manager

Selection Criteria:
1. A tertiary qualification in marketing, international relations, international business or related field and/or relevant experience and training
2. A minimum of 3 years of experience in university counselling or similar role and interaction with students, parents, and counsellors
3. Demonstrated experience in using Word-processing, spreadsheet and data management skills, including working with digital customer relationship management systems
4. Self-driven individual with a demonstrated ability to work efficiently on different projects at the same time and a demonstrated ability to work in a hectic environment
5. High proficiency in spoken and written English and demonstrated experience in communicating effectively with people in broad range of roles
6. Sound judgement and good cross-cultural understanding.
7. Good understanding of the Australian education system
8. High level of ethics and personal probity.

Knowledge and skills:
- Excellent customer service and interpersonal skills
- Excellent understanding of the Australian education system
- Excellent organisational skills and a demonstrated ability to work in a hectic environment
- An understanding of student recruitment in Malaysia and Malaysian education system
- Demonstrated high level of skills with attention to detail and accuracy
- Ability to work efficiently on different projects at the same time and a demonstrated ability to work in a hectic environment
- Proven ability in all aspects of standard office productivity software, including Microsoft Word, Excel, Outlook, and CRM
- Word-processing, spreadsheet and data management skills, including working with digital customer relationship management systems
• Ability to confidently operate within a digital communications environment, with an understanding of audience targeting and market segmentation, which will include data management and working with digital customer relationship management systems
• Capacity to build effective collaborative working relationships with external stakeholders, including agents, schools, and university representatives

Other job-related information:
• Study and/or work experience in Australian Higher Education would be highly desirable
• The role will require travel within Malaysia, Singapore, Melbourne and occasionally to other countries
• Willingness to work flexible hours and occasional weekends to attend education fairs as and when required