

Job Description – Accommodation Officer

Position Details

Position Title:	Accommodation Officer
Division/ Centre:	Operations
Department:	Student Residential Centre
Campus Location:	Based in Ho Chi Minh City, but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PSV3
Time Fraction:	Full-time

RMIT University

RMIT is a global university of technology, design and enterprise. Our mission is to help shape the world through research, innovation, teaching and engagement, and to create transformative experiences for our students, getting them ready for life and work. One of Australia's original educational institutions founded in 1887, RMIT University now has 82,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and practical education, applied and innovative research, and engagement with the needs of industry and the cities in which we are located. With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 129-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates. We are a 5-Star university under the QS Stars international evaluation system, and are 21st in the world among universities less than 50 years old (2015 QS Top 50 Under 50 index).

RMIT is ranked among the world's top universities in 23 of 38 assessed subjects (and all five faculty areas) featured in the 2017 QS World University Rankings by Subject. RMIT features among the world's top 100 ranking in the 2017 QS subject rankings in Art and Design; Architecture and the Built Environment; Computer Science, Information Systems, Engineering (Civil and Structural); Engineering (Electrical and Electronic); Communication and Media Studies, Education, Business and Management Studies, and Development Studies. The University's research was rated "well above world standard" in 13 research fields and "above world standard" in a further nine fields in the 2015 Excellence in Research for Australia evaluation. In the 2017 QS Graduate Employability Rankings, RMIT is ranked seventh in Australia and 71-80 in the world on the basis of employer reputation, alumni outcomes, partnerships with employers, employer-student connections and graduate employment rate.

www.rmit.edu.au

RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University. RMIT Vietnam is creating an innovative research, teaching and learning culture. We are committed to providing internationally recognised high-quality education and professional training for our students, clients and members of the community.

As an internationally recognised Australian university based in Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and the region.

Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. Given its international profile, RMIT Vietnam is also host to students from Australia and many other countries. All degree programs are recognised by the Vietnamese Ministry of Education and Training (MOET) and are subject to regulation by the Australian Tertiary Education Quality and Standards Agency. The academic programs span from vocational English through to undergraduate, post-graduate and Ph.D. programs. All teaching at RMIT Vietnam is in English.

Position Summary

The role of Accommodation Officer, Residential Centre is to deliver a friendly, warm, efficient and professional management service to the residential student community of the University's purpose-built student accommodation facility on its South Saigon campus.

The facility offers 103 beds of well-appointed student accommodation in a variety of private or multi share configurations. A high emphasis is placed on fostering a strong community atmosphere and delivering a high level of academic and pastoral care.

This position will involve performing a variety of administrative and customer service-related tasks on a daily basis under the direction of the Manager, Residential Centre.

The position involves regular evening and weekend work on a rotating roster basis.

Reporting Line

Reports to: Manager, Residential Centre

Direct reports: N/a

Key Accountabilities

- Performing the general service delivery functions of the reception desk in a friendly and professional manner.
 - Performing general administrative duties such as processing accommodation applications, issuing offers and sending confirmations; create purchasing request and payment voucher for operational supplies and others accounting report.
 - Facilitating the arrival process with new students and orientating them with their allocated dwelling, introducing them to housemates, building services and facilities and the rules of conduct.
 - Facilitating the departure process, including departure inspections, deposit refund process and other related process
 - Conducting routine condition inspections of units as required.
 - Performing first aid as required.
 - Creating and maintaining the accuracy of student tenancy records.
 - Coordinating resident mail delivery and collection.
 - Conducting effective site inspections for prospective students, their parents and University staff.
 - Coordinate with Property Services, IT Services and other service providers to perform building facilities/assets maintenance
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Key Selection Criteria

- Previous experience in the provision of quality service and demonstrated commitment to client service principles.
- Demonstrated experience from a hospitality or hotel environment.
- Demonstrated ability to work independently and as part of a team.
- Ability to work effectively with both Vietnamese and international colleagues/students.
- Sound knowledge in Windows computer programs including Excel, Word and PowerPoint.
- Attention to detail, accuracy and security when managing information
- Ability to display appropriate behaviours in line with the position, as per the RMIT Behavioural Capability Framework (Connectedness, Commitment to Excellence – Improve and Simplify; Imagination and Innovation; Impact; Inclusion; Agility).

English Proficiency

English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS (General) with a score of at least 5.5 or BULATS 60 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

For any role, English Language Proficiency may also be proven by showing successful completion of secondary education to a level qualifying to enter university study while being instructed through the medium of English, as per the RMIT University recognised qualification list.

Organisational Accountabilities

RMIT Vietnam is committed to the health, safety and wellbeing of its staff members. RMIT Vietnam and its staff members must comply with a range of Vietnamese legal and regulatory requirements, including foreign investment & business, import & export, contracts & commerce, banking, finance & foreign exchange, labour, taxation, land & premises, environment, and immigration. RMIT Vietnam expects all staff members to comply with its Code of Conduct, policies and procedures, which relate to legal and regulatory requirements and our ways of working.

Work Permit

All foreign employees must adhere to the requirements for obtaining a valid visa and work permit in Vietnam. These requirements are mandated by the Government and may be over and above the mandatory requirements and key selection criteria. Work permit requirements are subject to change. RMIT Vietnam accepts zero tolerance to non-adherence of the immigration laws of Vietnam.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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