



ADMISSIONS OFFICER

DEPARTMENT/UNIT	Monash Residential Services
FACULTY/DIVISION	Campus Community Division
CLASSIFICATION	HEW Level 5
WORK LOCATION	Clayton campus

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.

The **Campus Community Division** provides a range of high-quality non-academic services to students and staff at Monash. These include Monash Sport, Equity and Diversity Centre, TeamMONASH, Monash Residential Services, Mental Health and Safer Community Programs, University Health Services, Student Engagement & Support services and Non-Residential Colleges. For more information about the work we do, please visit <http://www.monash.edu/campuscommunity>.

Monash Residential Services provides a range of on and off-campus accommodation options and services to students, staff, the business community and short-term visitors to Monash University. For information about the services we provide, please see our website: www.monash.edu/accommodation.

POSITION PURPOSE

The Admissions Officer coordinates all daily operational aspects of student admissions. This is achieved by processing all applications for accommodation at Monash Residential Services, managing the highest occupancy levels, providing the focal point for accurate and timely information regarding residency at Monash Residential Services, issuing all invoices for accommodation and related charges, and coordinating debt collection.

Reporting Line: The position reports to the Rooms Division Manager under general direction

Supervisory Responsibilities: This position provides direct supervision for up to four casual staff

Financial Delegation: Not applicable

Budgetary Responsibilities: Not applicable

KEY RESPONSIBILITIES

1. Coordinate all applications, offer processing, allocations and bookings for residency at Monash Residential Services including Short Term Staff accommodation and the National Rental Affordability Scheme (NRAS) accommodation, ensuring highest occupancy levels

2. Act as a source of expert advice to the customer in relation to Monash Residential Services, drawing on thorough knowledge of the work area's policies and procedures and considering any interaction with related function and wider University processes
3. Provide high-quality data entry and reports to key stakeholders to facilitate the management and care of residents on campus
4. Coordinate all invoicing, focusing in particular on complex unpaid invoices, liaising with internal customers (Residents, MRS Staff, Academic Staff) and external customers (in order to obtain payments within University terms)
5. Process all charges for accommodation in a timely and accurate manner, ensuring accuracy of billing and intercompany and foreign exchange journals, providing quality data entry, systems management support
6. Respond to complex enquiries and provide competent Accounts Receivables advice, support and information to the Research and Revenue Accounting Services staff, faculties/portfolios and external customers
7. Plan, participate and provide feedback in relation to a range of Monash Residential Services promotional events such as Change of Preference Day, Monash Open Day, accommodation expos and forums
8. Train, monitor and supervise casual staff on standard admissions procedures and policies
9. Contribute to and initiate continuous improvement activities relating to Monash Residential Services practices, procedures and policies
10. Maintain excellent working relationships with a range of internal and external stakeholders and use these to facilitate communication

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. Demonstrated ability to work as an effective member of a team and to exercise independence, good judgement, initiative and motivation to achieve best results
3. High-level communication skills, including the ability to draft a range of documentation and interact with a diverse group of colleagues and clients
4. Sound analytical and problem-solving skills, including the ability to interpret data
5. Demonstrated high-level organisational skills, including the ability to set priorities, manage time, plan work to meet deadlines and maintain excellent attention to detail/accuracy
6. Knowledge of university systems including SAP, Callista and Microsoft Office Suite or equivalents

OTHER JOB-RELATED INFORMATION

- A current satisfactory Working With Children Check (employee) is required
- 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

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; Research Conduct; Working with Children check and Staff/Student Relationships.