POSITION DESCRIPTION

Position Title: Client Engagement Officer
Organisation Unit: UQ Business School
Position Number: TBA
Type of Employment: 12 Months Fixed Term
Classification: HEW Level 4

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world's top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major
technologies employed across the globe and integral to gross product sales of $11billion+

UQ has a rapidly growing record of attracting philanthropic support for its activities and this
will be a strategic focus going forward.

Organisational Environment

The UQ Business, Economics and Law (BEL) Faculty is located on the St Lucia campus and
has just opened a purpose renovated venue over 3 floors in the Brisbane central business
district at 293 Queen Street. The UQ Brisbane City venue offers core MBA courses and
provides executive education and function facilities. The venue also includes an Executive
Lounge for UQ Alumni and industry guests.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is

Primary Purpose of Position

The Client Engagement Officer will engage, inform, and guide prospective students; clients
and alumni to ensure that they are able to access the appropriate capabilities and services
of UQ and the UQ Brisbane City venue.

Duties

Duties and responsibilities include, but are not limited to:

- Primary point of contact to respond to initial business or student recruitment
  enquiries and information requests.
- A working knowledge of UQ Faculties, Schools and Disciplines and the ability to
  navigate UQ information websites.
- Understanding broadly the range of UQ programs and services and directing and
  following up enquiries accordingly; including an understanding of BEL programs and
  Executive Education
- Building relationships with UQ students, staff and clients that regularly visit the venue
  and provide a concierge-level of customer service
- Regularly engaging with the UQ, BEL and Business School Student Administration
  teams and Executive Education
- Maintaining best practice systems and procedures to facilitate efficient and effective
  administration, venue wide
- Providing logistical support for the venue and student administration teams
- Perform other duties and administrative tasks as required.
Other
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including:

- the University’s Code of Conduct.
- requirements of the Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or Institute/School.
- the adoption sustainable practices in all work activities and compliance with associated legislation and related University sustainability responsibilities and procedures.
- requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related responsibilities and procedures developed by the University.

Organisational Relationships

The position reports to the Facilities and Operations Manager.

SELECTION CRITERIA

Essential

- Demonstrated relevant experience in a front line student / customer-service focussed role.
- Well-developed interpersonal and relationship management skills with the ability to communicate with a range of people from different backgrounds such as senior executives, academic staff and students.
- Excellent time-management skills with the ability to multi-task.
- Demonstrated high-level organisational ability and attention to detail.
- Demonstrated capacity to work independently with initiative and as part of a team.
- Strong computing skills, including familiarity with MS Office software applications and customer relationship management databases.

Desirable

- Experience in student administration or related field will be well regarded.
- Experience with CRM

UQ values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage for further information and points of contact if you require additional support. Accessibility requirements and/or adjustments can be directed to hr@bel.uq.edu.au.