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## DUTY STATEMENT – CASUAL ROLE

# Student Assistant

Position Level

Level 1

Faculty/Division

DVC - Education and Student Experience

Original document creation

August 2024

### Position Summary

Future Student Recruitment is responsible for strengthening marketing and recruitment efforts, ensuring UNSW is the premier destination in the state for local student and the premier destination in the country for internationals

The **Future Student Enquiries Assistant** (Level 1) is responsible for providing accurate and timely advice to prospective students via all relevant inbound and outbound contact channels and events.

The FS Enquiries Assistant must be able to support and advise prospective students about facilities, accommodation, support services and educational experiences. This involves understanding degree and admissions policies to effectively respond to routine enquiries, whether received by phone, web form/web chat or email, all while delivering a high level of customer service, meeting KPIs and ensuring that the team service level agreements (SLAs) are being achieved.

The Future Student Enquiries Assistant reports to the FSR Enquiry Team Lead and has no direct reports.

#### This role will:

- Follow instructions from the team leader and undertake tasks according to procedures.
- Provide accurate and timely information to prospective students and stakeholders via all inbound/outbound channels and events.
- Achieve or exceed individual and team Key Performance Indicators (KPI's), measuring case resolution volume, customer satisfaction and adherence to Service Level Agreements (SLA's).
- Maintain up-to-date records of enquiries and communication with all applicants within the UNSW CRM.

- Maintain up-to-date knowledge of University policies and procedures, particularly those relating to prospective student enquiries, including participating in regular training sessions
- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
- Maintain understanding of UNSW and faculty brand core value propositions, leveraging these in conversations with prospective students
- Participate in high volume, targeted conversion calling campaigns with the support of a guided script, to drive applications, acceptances and enrolments
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

**A person engaged is generally expected to have the following skills and experience**

- Current UNSW student
- Proven ability to work in a high volume, process driven environment with variable workflow patterns and to fixed deadlines.
- Knowledge and experience in the tertiary education sector
- Demonstrated ability to work flexibly and productively as an effective team member to ensure deadlines are met.
- Good written and verbal communication skills and the ability to liaise effectively with all levels of staff and external stakeholders.
- Experience in Microsoft Office applications and databases (e.g. CRM).
- An understanding of and commitment to UNSW's aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training