



Admissions Officer

Department/Unit	Campus Community Division
Faculty/Division	Vice-President (Services)
Classification	HEW Level 5
Work location	Clayton campus
Date document created or updated	January 2018

Organisational context

There's a certain feeling you get from working at Monash University. It's the feeling that you're a part of something special. Something significant. And that's because you're not just starting your career, or taking on a bigger challenge. You're making a real contribution – surrounded by energetic, inspiring people who are driven to make a difference as well. Monash is a place where you'll be able to develop your career in exciting, sometimes unexpected ways – putting you in the best possible position for a rewarding future. Discover more at 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.campuscommunity.monash.edu/>

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.mrs.monash.edu/

Position purpose

The Admissions Officer co-ordinates all daily operational aspects of the student admissions. This is achieved by processing all applications for accommodation at Clayton Residential; providing the focal point for accurate and timely information regarding residency at Clayton Residential; issuing all invoices for accommodation; and related charges and coordinating debt collection.

Reporting line: The position reports to the Manager Rooms Division who will provide general supervision

Supervisory responsibilities: This position supervises casual staff members

Financial delegation and/or budget responsibilities: Not applicable

Key responsibilities

1. Coordinate all applications, offer processing, allocations and bookings for residency at Clayton Residential 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 areas policies and procedures and considering any interaction with related functions and wider university's 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 inquiries 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 and procedures
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 degree in a relevant field, or
 - substantial relevant skills and work experience providing administrative support or accounts receivables, or
 - an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Experience working in rental property management including knowledge of the Residential Tenancies Act as well as experience working in a large tertiary residential environment
3. Demonstrated ability to work as an effective member of a team and to exercise independence, good judgement, initiative and motivation to achieve best results
4. High level communication skills, including the ability to draft a range of documentation and interact with a diverse groups of colleagues and clients
5. Sound analytical and problem solving skills, including the ability to interpret data and identify evolving trends/issues
6. 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
7. Knowledge of university systems including SAP, Callista, E Commerce and Microsoft Office Suite or equivalents

8. Demonstrated experience in accounts receivables and an enthusiasm for working with numerical and personal data as well as high level skills in reporting and data analysis

Other job-related information

- Current satisfactory Working with Children Check
- The incumbent may be required to undertake work or attend meetings on other campuses or University sites from time-to-time
- Possession of a current Victorian Driver Licence is desirable
- Overtime and out of hours work may be required
- There may be peak periods of work during which the 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; and Staff/Student Relationships.