



Administrative Executive

School/Unit	Student Services
Sub-Unit	Student Administration
Classification	HEW 5
Employment Type	Fulltime
Work location	Malaysia
Date document created or updated	27 October 2017

Organisational context

Established in 1998, Monash University Malaysia is one of Malaysia's most respected universities. We are Monash University's global foot print in the Asian region, carrying with us the distinction of being the Malaysian constituent of a premier research intensive Australian university ranked among the top 100 universities in the world, and a member of Australia's prestigious Group of Eight (Go8). From humble beginnings, Monash Malaysia has grown in stature, and is now recognized as a leader in the international higher education sector in Malaysia.

As a self-accrediting University, we attract students not just from Malaysia, but from all over the world. Approximately 7,500 students representing almost 70 nationalities are currently enrolled at Monash Malaysia, and enjoy a quality academic experience.

Since our inception, Monash Malaysia has built a reputation for quality, credibility and integrity, and is held in high esteem by our students, alumni, industry and government. We encourage critical thinking to help discover new ideas, reveal new perspectives and devise solutions. We maintain a long and proud tradition of excellence in education, combined with liberal values of enquiry, providing a fertile environment for bright young minds to flourish, and life-long opportunities for those wishing to enhance their education and career.

For further information see: www.monash.edu.my

The **Student Services Unit** of the campus provides services and administrative support in the following areas: counselling and health & wellness, international student pass, scholarships, student records, and timetabling. The unit has five sub-units namely, Counselling and Health & Wellness Services, International Student Pass, Scholarship and Study Loan Administration, Student Administration, and Student Systems.

Position purpose

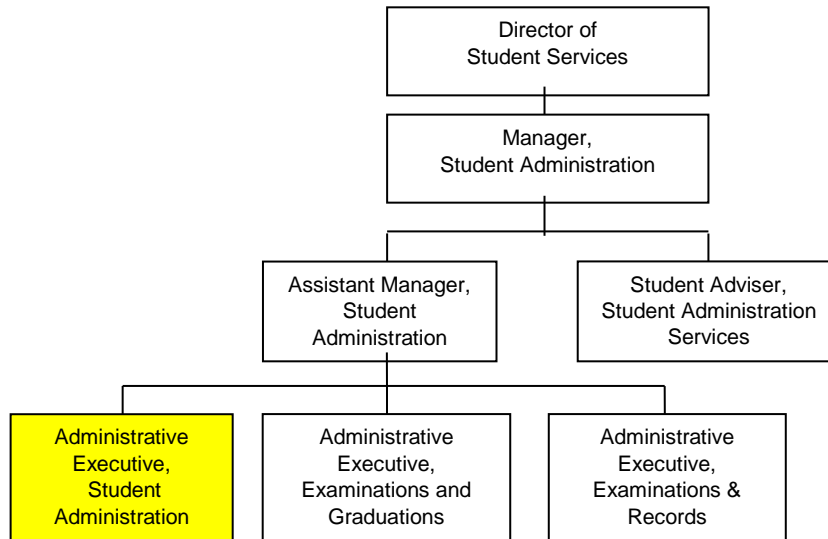
The primary responsibility of the position is to administer and provide effective records management support through a range of records related services. The incumbent is also required to provide high quality administration support and services to students and staff in student administration services related areas. The Administrative Executive is expected to work closely with other key staff of the schools and administrative units, as well as liaise with Monash Australia counterparts on central functions of Student Administration.

Reporting line: The position reports to the Assistant Manager, Student Administration

Supervisory responsibilities: May be required to supervise casual administrative staff on a range of records related services tasks.

Financial delegation and/or budget responsibilities including value of budget responsibilities: None

The organisation chart for the Student Administration sub-unit is shown below.



Key result areas and responsibility

Student Records Management

- Scan and register student documents in accordance with records management procedures, ensuring the scanned images of the documents are of good quality, and correct any identified errors.
- Act as a key person in relation to appropriate usage of records and archives including systems and knowledge of the policies and procedures.
- Assist with recordkeeping projects as well as maintenance and management of archival records as required.
- Ensure all new students complete the Enrolment Questionnaire, including regular liaison with central enrolment team at MUA on the progress of this exercise and follow up with students who have yet to complete this requirement.

Records Management System Maintenance

- Carry out tasks in quality control of records registered on HP Records Manager (HP RM/TRIM) by administrative staff of the campus.
- Make recommendation/proposal on new document titling/naming convention to MUA for approval.
- Provide post training support to client groups on record and archive systems as and when needed.
- Monitor client usage of the records and archives systems and assist in the quality control of records, providing feedback to improve system functionality.

Student Administration related support and services

- Organise and administer effective M-Pass ID photo sessions that meet the standards and requirements as per the relevant business processes.
- Ensure that issuance of M-Pass ID cards is carried out in accordance with M-Pass ID Cards Business Rule.
- Ensure effective and timely communication with returning students regarding the re-enrolment process via email, electronic notices and hard-copy posters.
- Assist in compiling and collating reports on course completion and course discontinuation for dissemination to schools and relevant administrative units.

- Provide administrative support for orientation, examinations, graduations and other related events and activities.
- Provide general assistance and administrative support on student administration service areas at the Student Services counter, as and when needed.

Website Maintenance

- Maintain the Student Administration owned web contents.
- Ensure that information published on the web relevant to the Student Administration areas is current and accurate.

Student Administration reporting

- Prepare and upload service reports on student administration client services as per the Service Level Statement.
- Prepare reports on course completed and discontinued students for dissemination to schools and administrative units.
- Maintain and upload relevant periodic reports on the intranet.

Key selection criteria

1. Relevant Bachelor degree qualification and/or significant relevant experience of at least two years in a tertiary educational institution.
2. Experience in using student information management system.
3. Demonstrated ability to maintain a high level of integrity and confidentiality.
4. Demonstrated high-level organisational skills, including the ability to set priorities, manage time, plan work to meet deadlines and work effectively under pressure.
5. Excellent attention to detail.
6. Excellent communication, customer service and interpersonal skills, including the ability to liaise effectively at all levels.

Desirable

1. Experience in using electronic record management systems such as HP Records Manager (HP RM/TRIM).
2. Experience in the use of student database system such as Callista
3. Knowledge of University policies and procedures related to student administration.

Other job related information

- May be required to work on weekends or public holiday during Open Day/key University activities.
- May be required to work extended hours during peak periods.
- May be required to undertake other duties as and when assigned by the Supervisor.
- Annual leave may not be approved during the peak period between November to March (inclusive).