

Administrative Executive (Admissions & Conversions)

Employer	Monash University Malaysia
School/ Unit	Marketing and Future Students
Area of Specialization/Sub-Unit	Admissions Office
Level/ Classification	HEW 5
Employment type	Full time (1.0)
Work location	Malaysia
Date document created or updated	15 May 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 more than 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.

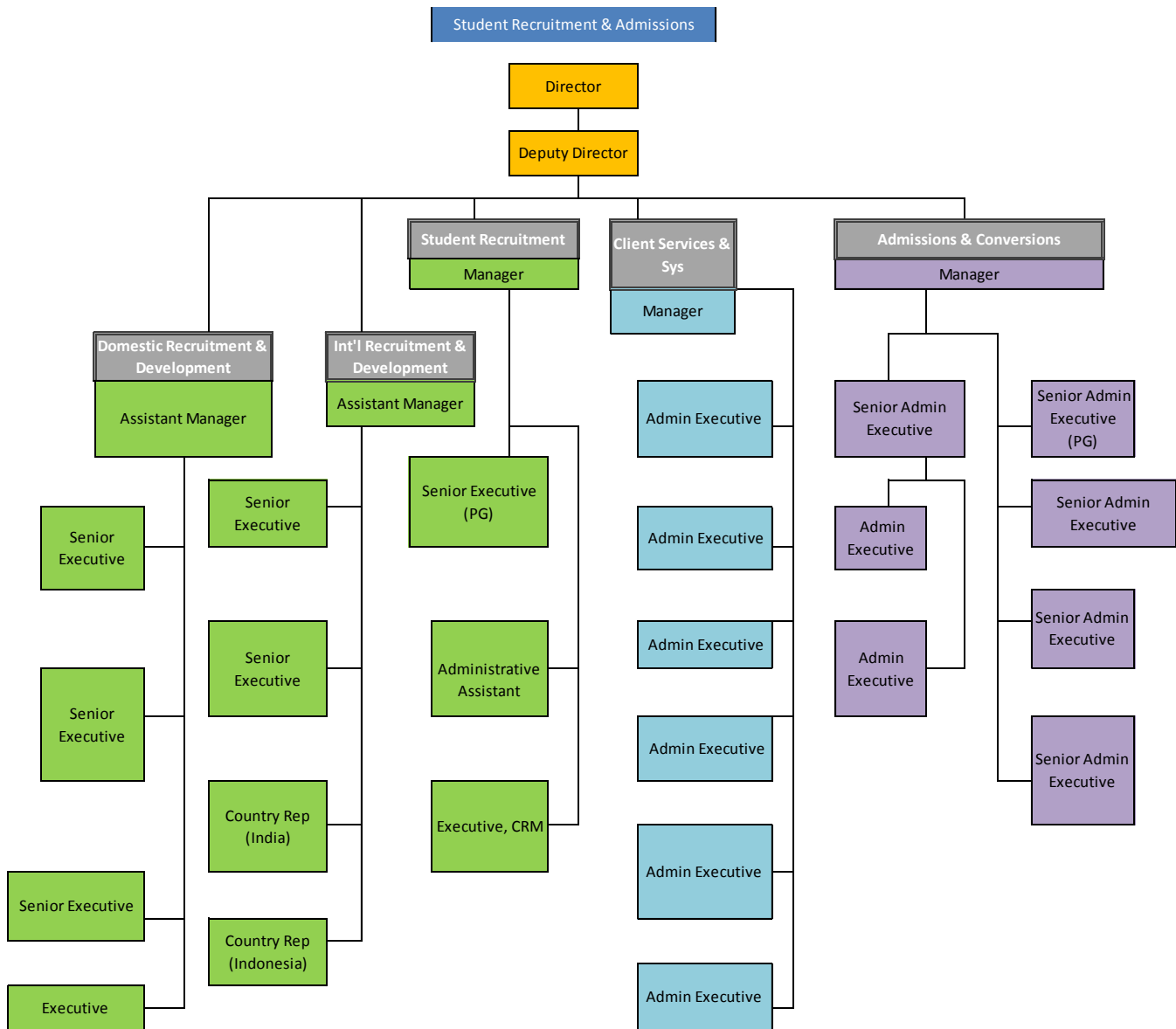
The Student Recruitment and Admissions sits within the Marketing and Future Students Group and is responsible for maximising the quality and number of student recruitment and admission for Monash University Malaysia (MUM). Student Recruitment and Admissions plays the important role of contributing to the campus' revenue as well as academic integrity through high quality and systematic admission processes. This includes the assessment of applications received for MUM, provision of expert advice on all qualification matters to the campus community and stakeholders, provision of excellent customer services to clients and accountable for the conversion rate for each intake. The Student Recruitment and Admissions has areas:

- Domestic Recruitment and Development
- International Recruitment and Development
- Admissions and Conversions
- Client Services and Systems

Admissions and Conversions is responsible for overseeing and maintaining the policy, procedures, processes, systems and conversions for the admission of all coursework applicants to the university. The Unit coordinates the operation of:

- The university's undergraduate selection and postgraduate admission processes, and
- The university's online systems for direct admissions to undergraduate and postgraduate coursework courses.

Student Recruitment and Admissions Organisational Chart



Position purpose

The Administrative Executive role is to assess applications into Monash University Malaysia campus degree courses and convert application to acceptances, provision of expert advice on local and international qualifications to the campus community. He/she is responsible for the provision of customer service to prospective students, agents and other internal and external stakeholders.

This role requires the incumbent to understand the educational system of Malaysia and other countries. In addition, he/she provides advice to department and schools staff in the area of international admissions. This role is also responsible for proactively managing School relationships, including key relationships with Monash University pathway providers and agents. This role must be able to demonstrate experience in the interpretation and application of academic and administrative policy to make decisions in assessment qualifications.

- **Reporting line:** The position reports to Senior Administrative Executive (Admissions & Conversions)
- **Supervisory responsibilities:** Nil
- **Financial delegation and/or budget responsibilities:** Nil

Key result areas and responsibility

1. Application selection, admissions and entrance scholarships

- Accurately assess student applications for admissions into course to MUM against pre-agreed criteria as well as determine the eligibility of entrance scholarship.
- Be accountable by maintaining a comprehensive records and track the progress of applications for admissions in the area of responsibility, including qualification requirement, English requirement and age requirement.
- Appraise candidate applications for suitability ensuring consistency and transparency in all decisions.
- Prepare clear written communication of final assessment outcomes and prepare outcome letters accurately for all applications, internal course transfers, exchanges, government sponsors, summers, and deferment course at MUM.
- Send the outcome letters in a timely manner.
- Ensure clear written communication to explain issues related to individual assessment progress to students, agents and student recruitment team.
- Maintain up to date knowledge with changes in relation to international qualifications, education systems and institutions credentials.
- In consultation with Senior Administrative Executive and Manager, use own discretion to assess course applications of non-guideline institutions or qualifications.
- Maintain specialist knowledge in admissions and assessment process for MUM.

2. Conduct regular and structured conversion activities

- Execute conversion activities plan from applications to acceptances.
- Conduct outbound calls and emails to students to follow up on incomplete documents and convert undergraduate applications to acceptances.
- Provide accurate and timely advice, information and assistance to students regarding their application queries, application processes and statuses with excellent customer service.
- Update relevant systems to incorporate feedback and outcomes from the outbound calls made and emails received/sent.
- Maintain up-to-date knowledge of the courses offered by the schools as well as University services available.

- Liaise with other internal areas within the University to provide answers and ensure up-to-date information is provided to students.
 - Provide periodical reports of the progress of applications to conversion for admissions.
3. Update and maintain of data in Callista
- Ensure Callista is updated to reflect the current status of applications and that the relevant communication is generated based on the most up-to-date outcome.
 - Be accountable for data integrity of student records in Callista.
4. Engagement and participation in events and projects and other administrative duties
- Ensure an effective workflow of application and a high level of service standards.
 - Collaborate with colleagues at MUM and Monash Australia to achieve quick turnaround of applications.
 - Participate in campus recruitment events such as Open Day, Application Day and other campus events.
 - Accept delegations and other duties as assigned by the Manager (Admissions).

Key selection criteria

Essential criteria:

- A relevant degree or an equivalent combination of education/training and student selection work experience.
- Highly developed written and verbal communication skills with the ability to communicate complex technical information to an international and domestic audience unfamiliar with Australian higher education jargon and the English language.
- Demonstrated experience in the selection students with international qualifications for admissions.
- Ability to work in a highly volume-fast pace environment. Highly competent, experienced and effective at managing time and prioritising workload to meet deadlines.
- Familiar with the use of technical reference material and with the organisations that provide guidelines for the assessment of overseas qualifications.
- Good interpersonal and communication skills in dealing with clients and staff.
- Demonstrated experience in the interpretation and application of academic and administrative policy.
- Sharp accuracy and attention to detail.
- Conversant with the principles of quality assurance and the application of these principles to administrative processes.

Desirable criteria:

- Experience with Student Administration systems, preferably Callista.

Other job related information

- Operational requirements such as meeting tight deadlines during intake periods may require the incumbent to work outside of business hours.
- Annual leave normally will not be approved during intake periods.