



**Australian  
National  
University**

## Position Description

<b>College/Division:</b>	International Strategy and Future Students (Division)
<b>Faculty/School/Centre:</b>	
<b>Department/Unit:</b>	Future Students (Domestic)
<b>Position Title:</b>	Enquiry Officer
<b>Classification:</b>	ANU Officer Level 2/3
<b>Position No:</b>	
<b>Responsible to:</b>	Enquiry Team Leader
<b>Number of positions that report to this role:</b>	NA
<b>Delegation(s) Assigned:</b>	

### PURPOSE STATEMENT:

The International Strategy and Future Students (ISFS) Division brings together brand (identity), international and domestic recruitment, strategy, market research, marketing, advertising, digital, social media engagement and creative design at ANU. The Division is responsible for delivering high quality communications and experiences for future students in accordance with the University's strategic objectives.

The Future Student Experience team is comprised of knowledgeable current students and full-time enquiry staff who specialise in providing accurate and compressive information with a focus on customer care to prospective students and other stakeholders.

Student enquiry officers are responsible for relaying additional information regarding student lived experience as well as conventional information. This dual perspective gives a comprehensive understanding to prospective students and stakeholders of what it is like to study at ANU.

### KEY ACCOUNTABILITY AREAS:

#### Position Dimension & Relationships:

Within the Future Student Enquiries team and reporting to the Enquiry team leader, an Enquiry Officer provides a comprehensive future student experience to support prospective students looking to join the ANU community. The majority of communication with prospective students and stakeholders is conducted by an Enquiry Officer via our CRM (customer relationship manager) enquiry management system, as well as via phone, e-mail, livechat, ambassador chat and social media. The responses to future student queries are held at a high standard, demonstrating knowledge, accuracy, and customer care. Enquiry officers aim to strike the balance between being informative and considerate in every stakeholder interaction.

### Role Statement:

Under general direction, the Enquiry Officer will:

1. Act as the first point of contact for external future student enquiries by:
  - responding to incoming and initiating outbound written correspondence and phone calls in a timely fashion
  - providing informed suggestions on the ANU application processes and other relevant information
  - Adhere to team processes and customer service guidelines, ANU Policies and Procedures.
  - escalating more complex enquiries when needed
2. Assist in the planning and execution of future student recruitment activities
3. Provide campus tours to external stakeholders, including prospective students.

4. Represent the university at recruitment events to be able to give a 'current student's perspective'
5. Assist the supervisor and/ or manager in the implementation and roll-out of various local or University-wide marketing and communications projects.
6. Build networks within the campus Marketing and Student Recruitment community, fostering collaboration across services.
7. Comply with all ANU policies and procedures, in particular those relating to work health and safety and equal opportunity.
8. Perform other duties as directed, consistent with the classification level of the position in line with the principle of multi-skilling and ANU professional staff classification descriptors.

### SELECTION CRITERIA:

1. Be currently enrolled as a student at ANU with a minimum of one year left to your degree
2. Demonstrated experience working with customers and the ability to direct them to appropriate support material.
3. Sound knowledge of customer service and the ability to communicate organisational policies, procedures in an effective manner.
4. Demonstrated high level of customer service and communication skills with an ability to write clearly and concisely, while consulting and liaising with a wide range of stakeholders in a culturally diverse environment.
5. Demonstrated organisational skills and attention to detail, with an ability to prioritise own workload and to work effectively both independently and as part of a team.
6. Knowledge or prior experience with current relevant office and marketing automation tools and MS Office would be highly regarded.
7. Competency or fluency in a major world language other than English would be highly regarded, but is not essential.
8. Demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

*The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.*

<b>Supervisor/Delegate Signature:</b>		<b>Date:</b>	
Printed Name:		<b>Uni ID:</b>	

### References:

[Professional Staff Classification Descriptors](#)



# Pre-Employment Work Environment Report

<b>College/Div/Centre</b>		<b>Dept/School/Section</b>	Future Students (Domestic)
<b>Position Title</b>	Enquiry Officer	<b>Classification</b>	ANU Officer Level 2/3
<b>Position No.</b>		<b>Reference No.</b>	

- This form must be completed by the supervisor of the advertised position and forwarded with the job requisition to Appointments and Promotions Branch, Human Resources Division. Without this form jobs cannot be advertised.
- This form is used to advise potential applicants of work environment issues prior to application.
- Once an applicant has been selected for the position consideration should be given to their inclusion on the University's HealthSurveillance Program where appropriate – see . [http://info.anu.edu.au/hr/OHS/\\_Health\\_Surveillance\\_Program/index.asp](http://info.anu.edu.au/hr/OHS/_Health_Surveillance_Program/index.asp) Enrolment on relevant OHS training courses should also be arranged – see [http://info.anu.edu.au/hr/Training\\_and\\_Development/OHS\\_Training/index.asp](http://info.anu.edu.au/hr/Training_and_Development/OHS_Training/index.asp)
- 'Regular' hazards identified below must be listed as 'Essential' in the Selection Criteria - see ' Employment Medical Procedures' at [http://info.anu.edu.au/Policies/\\_DHR/Procedures/Employment\\_Medical\\_Procedures.asp](http://info.anu.edu.au/Policies/_DHR/Procedures/Employment_Medical_Procedures.asp)

Potential Hazards		
<ul style="list-style-type: none"> <li>Please indicate whether the duties associated with appointment will result in exposure to any of the following potential hazards, either as a <b>regular</b> or <b>occasional</b> part of the duties.</li> </ul>		
TASK	regular	occasional
key boarding	<input type="checkbox"/>	<input type="checkbox"/>
lifting, manual handling	<input type="checkbox"/>	<input type="checkbox"/>
repetitive manual tasks	<input type="checkbox"/>	<input type="checkbox"/>
catering / food preparation	<input type="checkbox"/>	<input type="checkbox"/>
fieldwork & travel	<input type="checkbox"/>	<input type="checkbox"/>
driving a vehicle	<input type="checkbox"/>	<input type="checkbox"/>
<b>NON-IONIZING RADIATION</b>		
solar	<input type="checkbox"/>	<input type="checkbox"/>
ultraviolet	<input type="checkbox"/>	<input type="checkbox"/>
infra red	<input type="checkbox"/>	<input type="checkbox"/>
laser	<input type="checkbox"/>	<input type="checkbox"/>
radio frequency	<input type="checkbox"/>	<input type="checkbox"/>
<b>CHEMICALS</b>		
hazardous substances	<input type="checkbox"/>	<input type="checkbox"/>
allergens	<input type="checkbox"/>	<input type="checkbox"/>
cytotoxics	<input type="checkbox"/>	<input type="checkbox"/>
mutagens/teratogens/ carcinogens	<input type="checkbox"/>	<input type="checkbox"/>
pesticides / herbicides	<input type="checkbox"/>	<input type="checkbox"/>
TASK	regular	occasional
laboratory work	<input type="checkbox"/>	<input type="checkbox"/>
work at heights	<input type="checkbox"/>	<input type="checkbox"/>
work in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>
noise / vibration	<input type="checkbox"/>	<input type="checkbox"/>
electricity	<input type="checkbox"/>	<input type="checkbox"/>
<b>IONIZING RADIATION</b>		
gamma, x-rays	<input type="checkbox"/>	<input type="checkbox"/>
beta particles	<input type="checkbox"/>	<input type="checkbox"/>
nuclear particles	<input type="checkbox"/>	<input type="checkbox"/>
<b>BIOLOGICAL MATERIALS</b>		
microbiological materials	<input type="checkbox"/>	<input type="checkbox"/>
potential biological allergens	<input type="checkbox"/>	<input type="checkbox"/>
laboratory animals or insects	<input type="checkbox"/>	<input type="checkbox"/>
clinical specimens, including blood	<input type="checkbox"/>	<input type="checkbox"/>
genetically-manipulated specimens	<input type="checkbox"/>	<input type="checkbox"/>
immunisations	<input type="checkbox"/>	<input type="checkbox"/>
<b>OTHER POTENTIAL HAZARDS (please specify):</b>		

Supervisor's Signature:		Print Name:		Date:	
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