



INTERN, FUTURE STUDENTS OFFICE

SCHOOL/UNIT

Marketing & Future Students

CLASSIFICATION

Fixed-term

WORK LOCATION

Malaysian campus, Bandar Sunway

ORGANISATIONAL CONTEXT

Monash University Malaysia is the third largest campus of Australia's largest university. We carry 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.

We have maintained a proud tradition of education and research excellence for 20 years and counting, and are now recognised as a leader in the international higher education sector in Malaysia. Our location in Sunway City, one of the region's industrial hotspots, well positions us for scholarly engagement with Southeast Asia and beyond.

We believe that everyone has the potential to make a positive impact on the world. Throughout the years, we have welcomed more than 20,000 students from over 70 countries who are keen to do so. We provide our students with a supportive learning environment so that they are able to flourish and are empowered to succeed. Every day, we come together to embrace new ideas and devise solutions to address social, political and economic challenges of our communities.

This desire to make a difference and the relentless passion which drives us forward are what define Monash.

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

POSITION PURPOSE

Monash University Malaysia's Internship Programme is a robust programme targeted for undergraduate students who are currently pursuing their first degree in institutions of higher learning in Malaysia. This programme has a structured framework for students to experience hands-on job training, whilst being immersed in classroom-style training programmes which will enhance their skills. Students will gain experience and knowledge related to their field of study, which will enhance their employability. The internship programme will be organised over a period from 10 to 12 weeks.

Reporting Line: An assigned supervisor within a functional unit

Supervisory Responsibilities: Not applicable

Financial Delegation: Not applicable

Budget Responsibilities: Not applicable

KEY RESPONSIBILITIES

Customer Service Excellence

1. Ensure excellent customer services in providing effective advice relevant to the assigned portfolio
2. Initiate and implement enhancements to impact customer service experience
3. Provide a customer focused service to prospective students and parents by providing high level communication, responding to inquiries either face to face, via telephone, mail or email, including queries related to admissions procedures with accurate and comprehensive information
4. Develop good understanding of Monash Malaysia's business operations

Professional Administration

1. Develop good understanding of relevant policies and processes relevant to the assigned portfolio
2. Observe, analyse and identify trends and suggest solutions to effectively manage business-related issues
3. Support the execution of task and responsibilities relevant to the assigned portfolio
4. Contribute ideas on business process improvement opportunities relevant to the assigned portfolio

Project Management

1. Plan and implement appropriate project management strategies to ensure timely completion of assigned project in line with the expected outcomes
2. Provide support and contribute towards the successful delivery of the assigned project
3. Update, compile and maintain clients/prospective student's data through the Customer Relationship Management (CRM)
4. Coordinate and assist in event/activities in promoting the School/Faculty

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
 - To be enrolled in a Bachelor's Degree program with a recognized institution of higher learning in Malaysia
 - Completed at least one year of tertiary study
 - Good academic results

Knowledge and Skills

2. Good interpersonal skills with strong cultural competence
3. Highly motivated and results driven

OTHER JOB RELATED INFORMATION

- Regular travel and work in all parts of Malaysia for roadshows, school exhibitions, major trade fairs and school visits
- Regular need to work during weekends and after office hours
- 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: Ethics, Equal Opportunity, Occupational Health and Safety, Conflict of Interest (including Conflict of Interest in Research), Paid Outside Work, Personal Data Protection, Conduct of Research, and Staff/Student Relationships.