POSITION DESCRIPTION

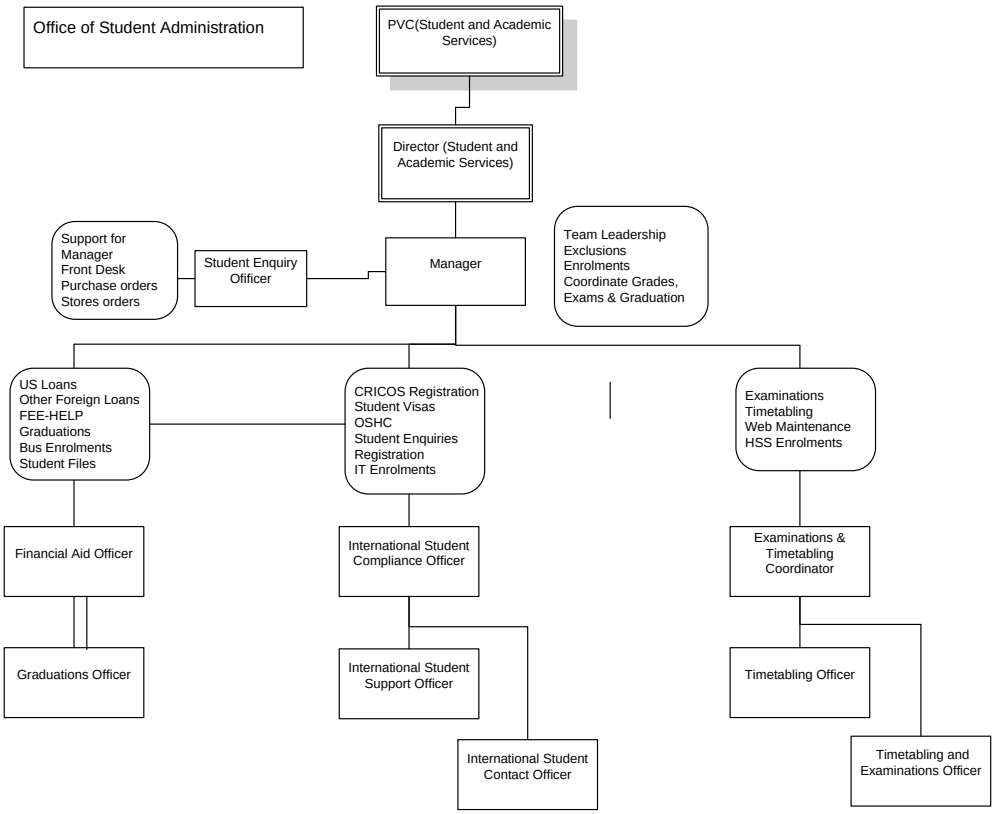
POSITION TITLE: Student Enquiry Officer	**CLASSIFICATION LEVEL:** Bond Level 2
SCHOOL/OFFICE: Student Administration	**DATE POSITION CLASSIFIED/UPDATED:** April 2012

PURPOSE OF THE POSITION:
Student Administration provides administrative support and advice to current students incorporating key functions relating to student administration.

Student Administration Mission: The Office of Student Administration aims to deliver efficient and professional administrative services to students and staff for specified activities associated with the enrolment, examination and graduation of students in conjunction with a demonstrated commitment to ongoing system review and improvement.

This position is responsible for the provision of advice to students on all Student Administration matters from enrolment to graduation. The appointee will be required to promote an effective and efficient client service point of reference for all students. The position is also responsible for the provision of administrative support to staff in Student Administration.

REPORTING RELATIONSHIP:
The position reports directly to the relevant team leader.



SELECTION CRITERIA:
Qualifications: Completion of Certificate IV – Office Administration or a combination of relevant experience in office/business administration.

Expertise:
- Previous administrative experience
- Experience in using computer applications such as databases, word processing, spreadsheets, e-mail and web technology in a network environment
- Customer Service Ethos. It is necessary that the incumbent has experience in a customer oriented environment and is able to deal confidently and effectively with students, the general public, the Faculties and external clients

Knowledge
- Knowledge of the university's academic administration procedures and policies or the demonstrated ability to acquire such knowledge.

Skills
- Successful completion of Yr12
- Previous administrative experience
- Sound computer and word processing skills – accurate data entry skills
- Demonstrated high level of customer service skills
- Ability to develop an understanding of computer applications
- Good oral and written communication skills
- Ability to work with people from diverse cultural and linguistic backgrounds
- Ability to prioritise work
- Ability to respond in a flexible manner to changing work requirements
- Ability to work effectively within the Student Administration team and contribute to the unit's objectives

COMPETENCY:	RESPONSIBILITY:	PERFORMANCE INDICATORS:
Organisational and Administrative	Student Enquiries Provide advice and assistance in the resolution of student enquiries on a range of student administration matters including subject enrolment, personal details, timetables, enrolment status and deferred/ examination requests. Exercise judgement with reference to University and office policy and procedure in problem resolution in cases of individual students. Student Requests Produce letters for students relating to fee payments, enrolment status, immigration requirements, etc Responsible for the production of student academic transcripts Respond to email enquiries from students in a timely manner Verification of student academic records to approved authorities/agencies Recording and monitoring of student requests	• Provision of accurate advice to students. • Minimisation of follow up enquiries • Provision of transcripts in a timely manner – two day turnaround • Accuracy of data entry and dissemination of information to relevant Faculties as evidenced by turnaround of requests for special exams and review of results • Regular liaison and reporting to Manager regarding processing of enquiries and requests • Efficient turnaround and matching of loose documents to minimize impact on processing time

	for deferred exams examsand review of results <u>ID Cards</u> Issue ID cards to staff and students <u>Petty Cash</u> • Responsible for the control and reconciliation of petty cash as per University requirements . <u>Purchase Orders</u> • Raise purchase orders for the Office as required. Monitor stationery supplies and re-stock when required, • Credit Cards – administration of monthly balance of University credit cards for the area. <u>Team Support</u> Assist with other Student Administration activities such as enrolment, examinations and graduation which arise throughout each semester.	
Customer Service	• Provide procedural advice to enrolled students in accordance with the University's policies and guidelines • accurate data entry of forms • Attend to telephone and counter enquiries as required in a professional and timely manner • Provide support to student administration staff as required • Maintain professional front counter area including stocks of relevant forms and brochures	• Respond promptly when students seen waiting at front reception • Provide timely feedback to Manager on a regular basis when deficiencies in customer service identified • Timely follow up of outstanding queries and requests • Prompt turnaround time for data entry of Faculty forms – 2 days
Working Relationships	• Develop and nurture positive working relationships within the area of Student Administration and staff in other areas of the University. • Assist with various group activities which arise each semester •	• Behave in a manner consistent with team membership – as detailed in the unit's guidelines
Communication	• Timely, accurate and professionally presented verbal and written communication with students and internal clients. • Follow appropriate communication protocols as evidenced by smooth	• Identify customer needs and explore options to resolve queries • Timely dispatch of transcripts

	communication channels and efficient problem resolution	• Positive feedback from clients via customer survey
Knowledge and Technical Skills	• Knowledge of Enrolment, Assessment, Examination and Graduation regulations, policies and procedures • Accurate interpretation of rules/regulations in the provision of advice (written and oral) to students, administrative and academic staff • Accuracy and attention to detail • Competent and Effective use of Student One – Student Database	• Ability to identify areas where insufficient information, unclear regulation or policy – bring to the attention of the Manager and discuss methods of resolving
Understanding of Quality Assurance	• Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University. • Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, University policy and to our quality assurance processes.	
Training & Development	<u>Cultural Sensitivity</u> • Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of for a professional working relationship. • Staff must attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills. OH&S – demonstrate a commitment to work with Bond University OH&S policy	

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.

Position Held by: _____

Signed: _____

Date: _____