

POSITION DESCRIPTION

POSITION TITLE	Coordinator, Admissions and Enrolment Services
FULL OR PART-TIME	Full time
PERMANENT/ CASUAL	Permanent
RESPONSIBLE TO	Manager, Admissions and Enrolment Services
SUBORDINATE STAFF	NIL

POSITION PURPOSE

The primary purpose of this position is to assist and support the Manager, Admissions and Enrolment Services as related to admissions, enrolments, enquiry management, administration and related activities. At times, this position will assist the Executive Director in a variety of recruitment and marketing tasks.

This position will primarily involve the coordination of enquiries, applications and enrolments for CISaustralia programs and assist with the coordination of leads and enquiries.

The successful candidate will play an active role in the CISaustralia Admissions team which is made up of a small but dedicated team of individuals. The role will involve various admissions / administrative tasks associated with representing CISaustralia, including but not limited to answering student enquiries via multiple communication channels, processing applications, assisting with education, visa and travel related documentation, various administrative tasks and other tasks as required. Administrative duties will include data entry of student enquiries and applications, answering the telephone, SMS, WhatsApp messages, website and email enquiries, and assisting with collation of participant data.

Customer service, sales, relationship building, communication experience are critically important. The ideal candidate will have sales experience with a focus on being able to convert leads to applicants, and applicants to enrolments. Developing and maintaining positive relationships with Australian Universities, students and overseas partners are also critical elements to the position.

DETAILED DUTY STATEMENT

Admissions and Enrolments

1. Coordinate applications for CISaustralia study, intern and/or volunteer programs.
2. Process and respond to all enquiries and applications in a timely and professional manner.
3. Focus on converting applicants to confirmed enrolments.
4. Adhere to enrolment procedures to secure placements for CISaustralia programs.
5. Ensure all offer and enrolment documentation and online portal access for students is completed in an efficient manner – within agreed turn-around times.
6. Adhere to and look to improve pre-departure processes.
7. Adhere to and look to improve the returning student process / evaluations and certificates.

8. Ensure a high degree of accuracy in data management for applications and enrolments as required.
9. Adhere to and look to improve Salesforce systems (CRM), standard operating procedures and software.
10. Enrol students in overseas programs, arranging services including accommodation, visa, airport pick up, excursions, health insurance confirmation prior to departure and more.
11. Closely liaising with in-country Site Directors with regard to student arrivals, logistics, accommodation, excursions, health insurance and students' general wellbeing.
12. Closely liaising with CISaustralia overseas partners (NGO's / Universities etc.) with regard to student arrivals, logistics, accommodation, excursions, health insurance and students' general wellbeing.
13. As per the CISaustralia Human Resource (HR) Guide and as required during intermittent peak periods when students are abroad, and in liaison with the Manager, Admissions and Enrolments and / or the Executive Director, CISaustralia, be available 24/7 to answer inbound calls on the CISaustralia emergency phone and to then facilitate and manage the associated appropriate response as per the CISaustralia Risk Management and Emergency Response Plan. Additional appropriate compensation is provided during these intermittent peak periods as per the CISaustralia HR Guide.

Enquiry and Lead Conversation

1. Data entry and management of enquiries/leads with a high degree of accuracy, via multiple communication channels.
2. Strong focus on converting enquiries to applicants and applicants to enrolments.
3. Assist with improving enquiry management conversion techniques.
4. Assist with ensuring all enquiries are processed in a timely and professional manner.

Professional Relationships

1. Maintain and build professional and positive relationships with all students/applicants, overseas partners, overseas staff and relevant Australian University staff.
2. Liaise with travel partners and other preferred providers in an efficient and professional manner as related to student enquiries, applications and enrolments.

Administration Duties

1. Contribute to documenting enquiry management, application and enrolment process in the CISaustralia Admissions Manual documents and resources.
2. Identify opportunities to improve admissions and enquiry management procedure – and present those to the Manager, Admissions and Enrolment Services.
3. Identify administrative efficiencies and present those to the Manager, Admissions and Enrolment Services.
4. Attend and contribute to regular Admissions team meetings and staff meetings.

Recruitment and Marketing

1. As required, attend recruitment activities to directly recruit students in coordination with the Universities, including but not limited to exhibitions, student fairs, promotional events, display booth and tables, presentations, seminars, student interviews
2. Identify new opportunities and new ideas related to sales and marketing.
3. Build relationships with Australian University International Office staff and Faculty.
4. Present the CISAustralia brand in a professional manner at all times.

Other

1. Other duties as required by the Manager, Admissions and Enrolment Services and the Executive Director.

SELECTION CRITERIA - ESSENTIAL

The successful candidate must meet the following essential criteria:

- Must have travelled, worked or lived overseas and / or undertaken an international study, volunteer or internship program overseas within a university degree (documented on application)
- An unwavering passion for travel, culture and education
- Drive and motivation to work in a small innovative company with a supportive, relationship-centred culture
- Completion of a Bachelor Degree level qualification, and / or minimum 3 years equivalent working experience in a related field
- Competent IT skills, particularly with Microsoft Outlook, Word and Excel
- Advanced problem-solving skills and an attention to detail
- High standards of customer service (ideally in a cross-cultural environment).
- Ability to work with a minimum of supervision and as an effective member of a small team in a busy work environment.
- Ability to be highly organised and prioritise workloads.
- Administration, communication and interpersonal skills.
- Presents a professional image at all times.

Last Reviewed	March 2024
Authorised	Executive Director