

POSITION DESCRIPTION

POSITION TITLE	Coordinator, Admissions and Enrolment Services
FULL OR PART-TIME	Part Time (32 hours per week)
PERMANENT/ CASUAL	Permanent
RESPONSIBLE TO	Manager, Admissions and Enrolment Services
SUBORDINATE STAFF	NIL

POSITION PURPOSE

The primary purpose of this position is to support the Manager, Admissions and Enrolment Services in coordinating admissions, enrolments, enquiry management, administration, and related activities.

The role focuses on processing student applications and enrolments for CISaustralia programs, as well as supporting the coordination of leads and enquiries. The successful candidate will be an active member of the small, dedicated Admissions team, contributing to smooth and efficient admissions processes.

Key responsibilities include handling student enquiries across multiple channels, processing applications, managing education, visa, and travel-related documentation, and completing administrative tasks such as data entry, participant data collation, and communication via phone, email, SMS, WhatsApp/Signal, and the website.

Strong customer service, relationship-building, and communication skills are essential. The ideal candidate will have experience in sales or student-facing roles, with the ability to convert leads into applicants and applicants into confirmed enrolments. Developing and maintaining positive relationships with students, Australian universities, and overseas partners is a critical component of the role.

DETAILED DUTY STATEMENT

Admissions and Enrolments

1. Coordinate applications and enrolments for CISaustralia study, volunteer, and other programs.
2. Process and respond to enquiries and applications promptly and professionally.
3. Focus on converting applicants to confirmed enrolments.
4. Ensure accurate and timely completion of all offer and enrolment documentation, including online portal access.
5. Support, maintain, and improve pre-departure and returning student processes.
6. Maintain high accuracy in data management for applications and enrolments.
7. Adhere to and enhance Salesforce CRM, standard operating procedures, and related systems.
8. Enrol students in overseas programs and coordinate services including accommodation, visa documentation, travel bookings, airport transfers, excursions, and travel insurance.
9. Liaise with in-country partners, Site Directors, and overseas partners regarding student arrivals, logistics, wellbeing, and program requirements.
10. Participate in on-call arrangements during peak periods, managing inbound emergency calls as per CISaustralia's Risk Management and Emergency Response Plan, with additional compensation provided.

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 processes 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 / Learning Abroad 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:

- Experience studying, volunteering, or working overseas, or participation in an international program during a university degree (must be documented on application).
- Passion for travel, culture, and education.
- Motivated to work in a small, innovative, relationship-focused organisation.
- Bachelor's degree or minimum three years' relevant work experience.
- Competent IT skills (Outlook, Word, Excel).
- Experience working with a CRM such as Salesforce.
- Strong problem-solving skills, attention to detail, and high standards of customer service, ideally in a cross-cultural context.
- Ability to work independently and collaboratively within a small team.
- Highly organised with strong prioritisation, administration, communication, and interpersonal skills.
- Professional presentation and conduct at all times.

Last Reviewed	Aug 2026
Authorised	Executive Director