



## Position Description – Prospective Student Officer (International)

### Position Details

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<b>Position Title:</b>	Prospective Student Officer (International)
<b>College/Portfolio:</b>	Operations
<b>School/Group:</b>	Experience
<b>Campus Location:</b>	Based at the City campus, however may be required to work and/or be based at other campuses of the University.
<b>Classification:</b>	HEW 5
<b>Employment Type:</b>	Continuing
<b>Time Fraction:</b>	1.0

### RMIT University

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RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

## **Why work at RMIT University**

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Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

## **College/Portfolio/Group**

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The International and Engagement (I&E) portfolio is responsible for RMIT's international strategy and agenda, including international development and partnerships and oversight of our international operations.

The [Study@RMIT](#) Team operate within the Experience function of the I&E Portfolio, which is a function responsible for Global Marketing, Student Recruitment and Admissions, Market Intelligence and Propositions, Alumni, Digital and Experience. The function strives to provide the best possible experience for prospective students across all our markets — domestic, international (onshore & offshore).

The Experience function are the custodians of RMIT's brand, they engage our audiences from prospect through to student, alumni and beyond, and they drive our externally facing digital channels, while ensuring that our proposition meets the needs of our audiences and achieves the University objectives.

## **Position Summary**

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The Prospective Student Officer is often the first point of contact for prospective students and plays a critical role in representing RMIT in an appropriate manner and encouraging prospective students to take advantage of what RMIT has to offer.

As a member of the [Study@RMIT](#) Team, you will participate in both inbound and outbound interactions with future students, engaging in needs-based conversation to help them bring their vision for the future to life. You will be a subject matter expert on everything RMIT, proactively promoting tailor-made solutions and the benefits of studying at RMIT.

The role will predominantly focus on international students looking to study at RMIT University, however based on demand may be required to assist in domestic student enquiries.

They will manage a number of contact channels including Phone, Email, Live Chat, Social, Face to Face and any new and emerging channels, meeting and exceeding competitive student recruitment sales targets whilst ensuring accurate and careful maintenance of a CRM database.

## **Reporting Line**

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Reports to: Senior Prospective Student Coordinator

Direct reports: NIL

## **Organisational Accountabilities**

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RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices. <https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

### Key Accountabilities

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- To provide a professional public face and act as first point of contact for prospective students by providing best in class customer service to all inbound telephone, email, webchat and face to face enquiries, whilst promoting RMIT programs in a way that showcases the RMIT proposition to prospective students.
- Ensure detailed and quality lead capture through conversations with prospective students in order to maintain an effective sales pipeline for upcoming and future intakes.
- Lead, where applicable, new Study@RMIT initiatives and projects gear towards generating future enrolments to the university.
- Assist and contribute when required across activities within the greater university community to support the broader team in reaching recruitment targets, this can include answering student enquires, large and small events (open day, agent week etc.) and general support across the recruitment and admission teams.

### Key Selection Criteria

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1. Demonstrated experience in being a pro-active team member whilst successfully responding to client needs measured through lead generation, conversion to application, and positive customer feedback.
2. Proven experience in an acquisition/sales/recruitment environment.
3. Exhibit high level communication skills and comprehension skills, and confidently interact with clients from a diverse range of backgrounds.
4. Demonstrate ability to manage difficult client expectations with successful outcomes.
5. Experience with CRM for capturing lead and case data based on conversation with prospective students.
6. Ability to use multiple systems simultaneously and work well under pressure whilst meeting KPI's.
7. Ability to interpret complex information and effectively and efficiently converse with individuals at all levels while dealing with customers from diverse backgrounds.
8. Comfortable to work in a call centre environment and adhering to a roster.

### Qualifications

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A relevant qualification and relevant experience, or an equivalent experience.

Flexibility to work after hours may be required.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

<b>Endorsed:</b>	Signature: Name: Title: Date:	<b>Approved:</b>	Signature: Name: Title: Date:
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