

## Job Description – Student Advisor

### Position Details

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<b>Position Title:</b>	Student Advisor
<b>Division:</b>	Student and Education Portfolio
<b>Department:</b>	Student and Family Connect, Student Connect Unit
<b>Campus Location:</b>	Based in Ho Chi Minh but may be required to work at other campuses of RMIT Vietnam
<b>Job Grade/ Classification:</b>	PSV05
<b>Time Fraction:</b>	Full-time

### RMIT University

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RMIT is a global university of technology, design and enterprise. Our mission is to help shape the world through research, innovation, teaching and engagement, and to create transformative experiences for our students, getting them ready for life and work. One of Australia's original educational institutions founded in 1887, RMIT University now has 82,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and practical education, applied and innovative research, and engagement with the needs of industry and the cities in which we are located. With three campuses in Melbourne (Central Business District, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 129-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates. We are a 5-Star university under the QS Stars international evaluation system, and are 21st in the world among universities less than 50 years old (2015 QS Top 50 Under 50 index).

RMIT is ranked among the world's top universities in 23 of 38 assessed subjects (and all five faculty areas) featured in the 2017 QS World University Rankings by Subject. RMIT features among the world's top 100 ranking in the 2017 QS subject rankings in Art and Design; Architecture and the Built Environment; Computer Science, Information Systems, Engineering (Civil and Structural); Engineering (Electrical and Electronic); Communication and Media Studies, Education, Business and Management Studies, and Development Studies. The University's research was rated "well above world standard" in 13 research fields and "above world standard" in a further nine fields in the 2015 Excellence in Research for Australia evaluation. In the 2017 QS Graduate Employability Rankings, RMIT is ranked seventh in Australia and 71-80 in the world on the basis of employer reputation, alumni outcomes, partnerships with employers, employer-student connections and graduate employment rate.

[www.rmit.edu.au](http://www.rmit.edu.au)

## **RMIT Vietnam**

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RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University. RMIT Vietnam is creating an innovative research, teaching and learning culture. We are committed to providing internationally recognised high-quality education and professional training for our students, clients and members of the community.

As an internationally recognised Australian university based in Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and the region.

Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. Given its international profile, RMIT Vietnam is also host to students from Australia and many other countries. All degree programs are recognised by the Vietnamese Ministry of Education and Training (MOET) and are subject to regulation by the Australian Tertiary Education Quality and Standards Agency. The academic programs span from vocational English through to undergraduate, post-graduate and Ph.D. programs. All teaching at RMIT Vietnam is in English.

[www.rmit.edu.vn](http://www.rmit.edu.vn)

## **Position Summary**

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The Student Connect is the first point of contact that caters to the administrative and educational needs and general enquiries of current students and family. The provision of information, advice, or issue resolution is delivered using a high standard of customer service intended to exceed our customers' expectations.

The Student Advisors in Student Connect will deliver quality service and advice, timely responses, complex issue resolution, case management, and referral to other services when appropriate. The Student Advisor is a customer service professional and will be expected to take a strong interest in the field of customer service standards.

## **Reporting Line**

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Reports to: Senior Student Advisor, Student Connect

Direct reports: Up to 3 student employees (concierges)

## **Key Accountabilities**

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1. Demonstrate a commitment to service excellence and a service ethic through provision of quality service and advice, timely responses, and complex issue resolution to current local and international students, their family and third parties on student enquiries received in person at the Student Connect service point, by telephone, or online via the Student Connect Portal, chat.
2. Work towards the achievements of Student Connect service measurement indicators: Net Promoter Scores (NPS), Net Effort Scores (NES), and Effectiveness (EFF). Committed to Student Connect KPIs of resolving 70% of enquiries and issues at their tier level without escalating to the management levels. Handle feedback and first level complaints from students and family. Coordinate the student complaint procedure with the Registrar's Office and other University areas such as Operations, Engagement, and Academic Schools.

3. Provide consultations to students and their family in relation to academic program maps, University policies, processes, and extracurricular opportunities. Help students navigate the University resources on campus and virtually through the student portal and student website.
4. Coordinate with a wide range of internal stakeholders to provide comprehensive and timely response to student enquiries and especially complex issues. Make referral to relevant support services where needed and agreed by the students. Maintain broad familiarity and timely updates on knowledge about all University areas so that related student issues can be addressed accurately and transparently.
5. Lead the concierge recruitment process every semester, conduct process training and provide daily coaching and direct supervision to concierge to assure excellent customer service delivery and smooth referral process between tier-1 student employees and tier-2 Student Advisors.
6. Establish and manage effective relationships with all relevant stakeholders internally and externally including students and other areas within the University. Use effective and professional communication in all dealings with internal and external contacts.
7. Actively contribute feedback and improvement suggestions to the review of administrative processes and academic programs in Student Connect team meetings or cross-unit discussions. Demonstrate the student-centered and innovative approach to continuously create unique student experience and innovations. Actively contribute to a positive culture and team environment via team discussion, project contributions and feedback.
8. Master RMIT student database, student record systems (SRS), administrative systems, service management platform (SMP), student learning platforms, and student portal to manage student cases and coordinate the support process with the University stakeholders.
9. Manage customer data entry and document filings accurately and securely following the University compliance policy, processes and guidelines.
10. Join the Senior Student Advisors to draft and conduct Student Connect presentations to Student Orientation, Parent Information Session, and Onboarding Support events. Actively support and participate in other University events such as Experience Day and Graduation.
11. Other tasks as assigned by the Senior Student Advisor, Student Connect.

### **Key Selection Criteria**

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1. A Bachelor's Degree in a relevant discipline
2. At least 2 years of experience in a customer service role where the expectation was to deliver high levels of customer service across a broad range of service areas, preferably in an education environment.
3. Demonstrated ability to maintain confidentiality and deal with sensitive and difficult situations in a professional and diplomatic manner.
4. Demonstrated complex issue resolution and decision-making skills including the ability to source relevant additional information.
5. Well-developed interpersonal skills, including negotiation, liaison, and cross-cultural communication; Ability to build and maintain effective relationships in a culturally diverse environment utilising strong interpersonal communications skills.

6. Excellent written and verbal communications skills including the ability to convey complex information, ideas and concepts clearly and efficiently to a variety of different audiences.
7. Demonstrated ability to work flexibly and efficiently as a member of a team in a high volume customer focused environment. Ability to prioritise workload in order to meet deadlines and service expectations.
8. Proven leadership and experience in coaching and aligning team members to achieve high performance outcomes.
9. Experience and familiarity with database systems and other relevant software.
10. Ability to display appropriate behaviours in line with the position, as per the RMIT Behavioural Capability Framework (Connectedness, Commitment to Excellence – Improve and Simplify; Imagination and Innovation; Impact; Inclusion; Agility).

## **Organisational Accountabilities**

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RMIT Vietnam is committed to the health, safety and wellbeing of its staff members. RMIT Vietnam and its staff members must comply with a range of Vietnamese legal and regulatory requirements, including foreign investment & business, import & export, contracts & commerce, banking, finance & foreign exchange, labour, taxation, land & premises, environment, and immigration. RMIT Vietnam expects all staff members to comply with its Code of Conduct, policies and procedures, which relate to legal and regulatory requirements and our ways of working.

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

## **English Proficiency**

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English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS (General) with a score of at least 6.5 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

For any role, English Language Proficiency may also be proven by showing successful completion of secondary education to a level qualifying to enter university study while being instructed through the medium of English, as per the RMIT University recognised qualification list.

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