

POSITION DESCRIPTION



Position	Meet Murdoch Team Assistant
Level/Classification	HEW0303
Reports to	Student Enquiry Coordinator – Future Student
Unit	Student Journey Services
Directorate	Student and Library Services
Positions Supervised	Nil

Position Purpose

This position is focused on delivering exceptional customer service across a wide range of future student and admissions related enquiries, as well as providing support to the Admissions Team to facilitate efficient turn-around of applications and to liaise with applicants on their behalf. The Meet Murdoch Team communicate using telephone, email, online chat, SMS messaging and meet future students face-to-face in a range of on and off campus settings. Our mission is to ensure that all enquirers are fully apprised of their options, and to facilitate applications and ultimately enrolments. This position also supports the Admissions Office.

About Murdoch University

Murdoch University is a young and dynamic university with a foundational commitment to the environment, social justice and inclusion, and making education accessible to more people. Founded as Western Australia's second university in 1974, today, Murdoch has more than 21,000 students and 1,700 staff across campuses in Perth, Singapore and Dubai. With more than 90,000 Alumni, Murdoch graduates can be found all over the world, making a positive difference.

Our Strategy – Ngala Kwop Bididi. Building a brighter future, together – guides the University's direction and reaffirms our shared purpose to change lives and society for the better through accessible education and research.

The Strategy is focused on three key themes:

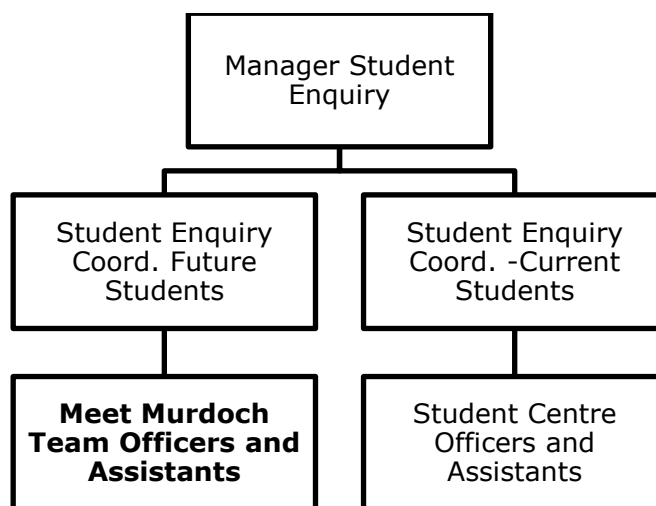
- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

Murdoch is also committed to building engagement with our local community, State, nation, and global society with a track-record in creating strong partnerships with business, government and industry.

About the Work Area

Murdoch University is embarking on a 10 year strategy of significant student number growth both on and off-shore. As part of our strategy to achieve our targets, we have created a multi-channel Future Student Service Centre. Focused on both domestic and international undergraduate and postgraduate student enquiries, the team engages and advises prospective students via telephone, email, online chat, SMS and also meets and greets future students for face-to-face appointments and drop-in visits at our Student Centre and off-campus at occasional educational fairs and major Career Expos.

Reporting Relationships



Key Responsibilities/Duties

1. Handling a wide range of inbound calls, emails, online chat and face-to-face enquiries from Domestic and International future students within the structure of a purpose-built customer experience and service model.
2. Participating in outbound telephone campaigns to future and current students.
3. Converting future student enquiries into applications.
4. Liaise with applicants and send correspondence relating to prospective student admission applications, processing status of applications, following up on offers and rejections and ensuring a high level of attention to detail and accuracy.
5. Liaise with students regarding required documents and information needed to complete the application and admissions process.
6. Maintain an up-to-date working knowledge of key university application processes and systems that support admissions.

7. Maintain an up-to-date knowledge of Murdoch courses and entry pathways.
8. Providing responsive solutions within timeframes and in line with University's values.
9. Handling escalated customer enquiries and identifying opportunities for continuous improvement across the Meet Murdoch and Admissions processes and functions.
10. Logging and recording accurate data and information.
11. Maintaining up to date information on the database.
12. Liaising with internal and external customers to meet objectives and targets.
13. Adherence to the compliance obligations in regard to privacy and confidentiality
14. Other duties as required.

Selection Criteria

Essential

1. Excellent telephone manner with good verbal and written communication skills.
2. Ability to deal with a wide range of callers in a professional and engaging manner.
3. Ability to influence and convert prospects into student applications.
4. Display a high level of discretion whilst taking confidential information.
5. Skills in using Microsoft office suite and accurate data entry skills.
6. Strong time management and people skills with internal and external customers.

Desirable

1. Understanding of the Murdoch University student experience
2. Previous contact centre or customer service experience will be highly desirable.

Work Requirements

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.
2. The occupant of this position will be required to undertake a police history check in accordance with the University's Employee Background Checks Procedure.
3. Occasional weekend work.
4. Current Working with Children Check WA
5. Ability to work outside of normal office hours when required.

General Obligations

While at work, an employee must:

- take reasonable care for their own health and safety and ensure that their acts or omissions do not adversely affect the health and safety of other persons;
- report incidents, injuries and hazards;
- comply with any reasonable instruction that is given by Murdoch University; and
- comply with Murdoch University policies and procedures.

Guiding Principles and Values/Code of Ethics and Code of Conduct

Our Values

- Authenticity
- Integrity
- Respect
- Inclusivity
- Openness

Our Principles

- Act with justice, respect and responsible care.
- Be collegiate and respectful of other points of view.
- Protect academic freedom.
- Be agile, flexible and resilient.
- Make decisions at the most appropriate level.
- Be transparent in decision-making and with information.
- Adopt common approaches to common tasks.
- Be careful stewards of our resources.

All staff will comply with the University's Code of Ethics and Code of Conduct and demonstrate a commitment to its Equity, Diversity and Safety principles and the general capabilities of personal effectiveness, working collaboratively and demonstrating a focus on results.

All Staff complete a Development Review Annually. A Commencing Development Review should be completed within 3 months of commencement.

We acknowledge that Murdoch University is situated on the lands of the Whadjuk and Binjareb Noongar people. We pay our respects to their enduring and dynamic culture and the leadership of Noongar elders past and present. The boodjar (country) on which Murdoch University is located has, for thousands of years, been a place of learning. We at Murdoch University are proud to continue this long tradition.