

POSITION DESCRIPTION



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

Position Purpose

Located in the Student Journey Services portfolio within the Student and Library Services Directorate, this position is focused on delivering exceptional customer service across a wide range of new and current student enquiries related to, admissions, courses, enrolments, fees and graduations. The Student Enquiry Team communicate using telephone, email, online chat, SMS messaging and also meet future, new and current students face-to-face in a range of on campus settings. This position will respond to Tier 1 enquiries, supports and works closely with the Admissions, Enrolments and Fees, Graduations, Student Support, and Student Advice teams.

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 Biddi. 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:

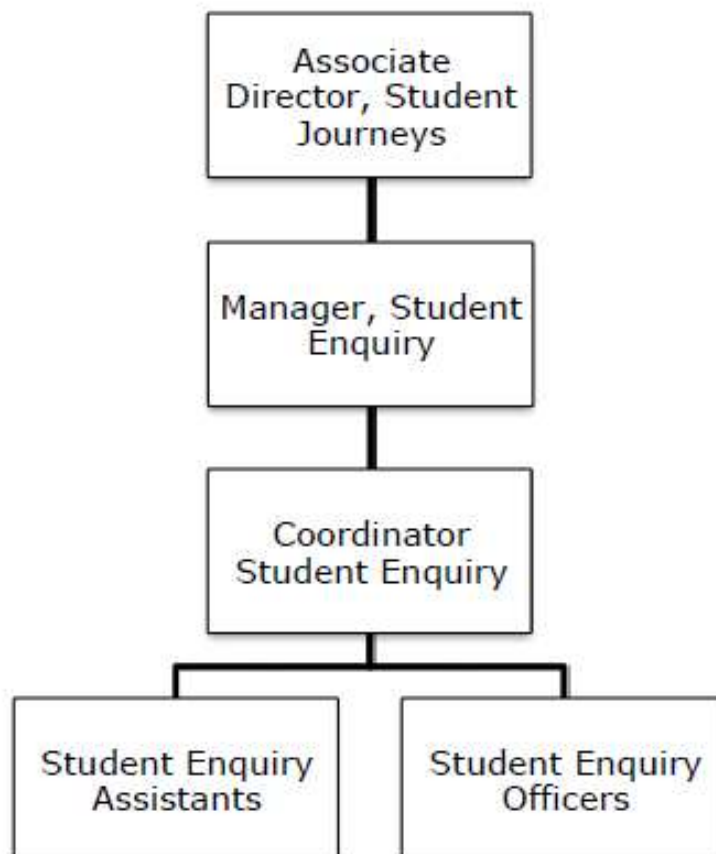
- Sustainability: Be a leading university in education, teaching and translational research in sustainability.
- Equity, Diversity, and Inclusion: Build a welcoming, diverse and inclusive community.
- First Nations: Become the University of first choice for First Nations peoples.

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

The Student Journey Services portfolio embeds the Future Student Team, Outreach Team, Student Enquiry and Student Transition functions, to inspire, inform, recruit, convert, support and transition enabling, undergraduate and postgraduate students to study at Murdoch University. We seek understanding of the diversity of student journeys and place the student at the centre of our operations.

Reporting Relationships



Key Responsibilities/Duties

1. Handling a wide range of inbound calls, emails, online chat, and face-to-face enquiries from new and current students within the structure of a purpose-built customer experience and service model.

2. Liaise with professional staff across the University to follow up and enable resolution of student and staff enquiries in accordance with University policies, procedures, and processes.
3. Providing responsive solutions within timeframes and in line with University's values.
4. Logging and recording accurate data and information on student enquiries and interactions.
5. Processing domestic and international student, and staff payment transactions in accordance with Murdoch University's policies.
6. Serving Tier 1 enquiries and escalating Tier 2 and above to Officers, Coordinators and other teams or Managers.
7. Support new and current team members including the guiding of new Student Enquiry Assistants on day-to-day operations and functions.
8. Identifying opportunities for continuous improvement across the team and Admissions processes and functions.
9. Strict adherence to the compliance obligations regarding privacy and confidentiality.
10. Carry out, and assist with, other duties as required.

Selection Criteria

Essential

1. Completion of Year 12 or a Certificate II, with demonstrated combination of relevant work experience and/or education/training **and** progress towards completion of degree.
2. Highly effective communication, customer service and interpersonal skills, and the demonstrated ability to interact constructively and collaboratively with staff at all levels of the organisation.
3. Demonstrated ability to use initiative, assume responsibility for tasks and projects and to resolve problems.
4. Demonstrated high level of computer literacy and proficiency in the production of high-level work using various software packages, with the ability to learn and adapt to new digital programs and packages as appropriate.
5. Ability to work in a team environment, provide support and leadership to others, and flexibility to undertake a diverse range of tasks.
6. Ability to deal with a wide range of callers in a professional and engaging manner.

Desirable

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

Work Requirements

1. Australian permanent residency or possession of a valid visa with work entitlement in Australia.
2. 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.