

**MEGT EDUCATION DIVISION**

**Client and Student Officer**

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***Objectives of the Division:***

The Education Division:

- delivers high quality training services to MEGT Institute's clients in the community and workforce
- provides employers, staff and those seeking career and higher education pathways a supporting environment to foster learning outcomes and develop personal and organisational growth
- to best provide government training funding and assistance to all target cohorts in a fair and responsible manner
- Provides a place of employment supporting individual and team growth, encourages ideas, recognises initiative and provides security

***Objectives of the Position:***

The role of the Client and Student Officer is to provide timely and accurate information to stakeholders in relation to MEGT Education's educational products, respond to student enquiries and provide quality client and student support services which address the needs of external clients and students.

***Relationships:***

- Reporting to the Client and Student Officer Team Leader
- Working closely with Education, Marketing, Finance, Admissions and Compliance Departments
- Working closely with external education agents, business partners and students

***Dimension:***

- Division: Education, Student Services
- Employees directly supervised: NIL
- Agreed outcomes: as per Key Performance Indicators

***Selection Criteria:***

- Excellent communication and interpersonal skills
- Professional and courteous manner
- Strong negotiation and interpersonal skills
- Proven oral and written communication skills including accurate spelling and grammar
- Computer literate with knowledge of word processing, spreadsheets and databases
- Accurate and efficient data entry skills with attention to detail
- Demonstrated ability to be flexible and task oriented
- Demonstrated ability to interpret and analyse information
- Demonstrated ability to organise, prioritise and utilise time management skills
- Previous experience in working with students from various cultural backgrounds

**Qualifications, Skills and Attributes:**

- Self motivation and initiative
- Well presented with a professional, confident and friendly approach
- Work efficiently and effectively in a team environment
- Embrace new ideas and be receptive to change
- Deliver excellent customer service
- Maintain strict confidentiality at all times
- Apply tact and diplomacy at all times
- Take ownership and be willing to contribute to personal and organisational development.

**Duties and Responsibilities:**

- Responsible for the efficient management of the Reception/Student Services Counter, including appointments where needed, general email and phone enquiries and directing customers and students to appropriate staff and services
- Assist with the scheduling and planning of orientation and graduation programs in conjunction with MEGT Education departments
- Record and maintain student records in the Student Management System and student files in accordance with policy and procedures
- Prepare and update pre-arrival information to new students
- Liaise with relevant internal stakeholders and departments to ensure student procedures and publications conform to all relevant existing statutory & regulatory requirement
- Ensure that Student Services areas are maintained and stocked with publication material and student services information
- Assist with campus tours and liaison visits by prospective customers and external stakeholders
- Provide guidance and support to students and refer to key staff or external agencies as required
- Provide advice, recommendation and input to senior management regarding best practice student support services
- Plan and implement calendar events and student services activities designed for students
- Assist with Admissions processes as and when required
- Process student records and administrative tasks associated with student services, including but not limited to:
  - Generating weekly class rolls with students' name, classes and teachers
  - Issuing and distributing qualifications, transcripts, student credentials and various letters
  - Issuing student cards and administering OSHC
  - Archiving
  - Distributing, administering student feedback surveys
  - Assist with course progress and attendance monitoring and intervention
  - Record and maintain all complaints and appeals in the Complaints and Appeals Register in accordance with policy requirements
  - Ensure efficient communication between the college and students (emails, SMS, Posters...) with activities, events and important information
  - Reception duties as required
  - Other duties as directed by the Customer and Student Services Team Leader, Campus Manager and National Manager, Operations and Governance

(Note: The incumbent can expect to be allocated duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this level.)

**Key Performance Indicators:**

KPI measures include:

KPIs	Measures
Efficient and customer-centric handling of stakeholder enquiries	<ul style="list-style-type: none"> <li>• High levels of customer and student satisfaction.               <ul style="list-style-type: none"> <li>- Feedback on individual performance via formal and informal feedback mechanisms and from internal stakeholders, i.e. students and colleagues, and external stakeholders, i.e. potential clients, agents and relevant organisations.</li> </ul> </li> <li>• All enquiries are responded to within 24 hours</li> <li>• All enquiries are resolved within scope of CSSO role and feedback/communication loop is closed</li> </ul>
Awareness of and adherence to MEGT policies and procedures	<ul style="list-style-type: none"> <li>• Tasks completed in line with P&amp;Ps</li> <li>• Seeking clarification if unsure</li> <li>• Able to understand information on P&amp;Ps and act accordingly</li> </ul>
High levels of accuracy and attention to detail in tasks completed	<ul style="list-style-type: none"> <li>• Close to 100% accuracy in data entry in SMS.               <ul style="list-style-type: none"> <li>- No repeat of errors. Mistakes are learnt from.</li> <li>- Correct procedures are followed and deadlines met.</li> </ul> </li> <li>• Measured by:               <ul style="list-style-type: none"> <li>- Frequency of errors in SMS</li> </ul> </li> <li>• Observation and feedback from internal stakeholders, i.e. marketing, admissions, finance, senior staff, SSO Team members.</li> </ul>
High levels of student and customer satisfaction	<ul style="list-style-type: none"> <li>• Student feedback surveys</li> <li>• Number and nature of any complaints received</li> </ul>
High levels of internal stakeholder satisfaction, i.e. colleagues	<ul style="list-style-type: none"> <li>• Informal feedback provided at request of CM</li> <li>• Number and nature of any complaints received, formal and informal</li> </ul>
Improved efficiency and productivity of CSSO Team	<ul style="list-style-type: none"> <li>• Input into improved processes and procedures leading to improved business outcomes</li> <li>• Open and flexible to change</li> <li>• Improved efficiency in completing tasks</li> <li>• Contribution to CSSO staff meetings</li> <li>• Positive feedback from key stakeholders, internal and external, and team members.</li> </ul>
Positive contribution to CSSO team	<ul style="list-style-type: none"> <li>• Flexible, approachable, communicative, positive, professional and a team player</li> <li>• Measured through observed work practices and feedback from internal stakeholders, i.e. colleagues.</li> </ul>

**Health, Safety and Environment (HSE) Responsibilities:**

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

***Police Check:***

This position is required to undertake a **National Police Check** and any **State/Territory Working with Children Check** (where applicable). The National Police Check must be renewed every 2 years from the date of the initial check as a minimum. A clearance to work with children in connection with the delivery of AASS is mandatory.

***Diversity:***

MEGT is committed to welcoming and maintaining a diverse workforce, which will help us attract and retain a team of talented people to better serve our clients and improve business results.