

**OZFORD
Job Description**

POSITION TITLE: Marketing Administration Officer

REPORTS TO: Head of Marketing, Student Recruitment & Admissions

**IN CHARGE OF
OTHER STAFF: Coordination with other office staff**

DATE: 24 November 2020

An Administration Support Assistant is required to join a busy education institute located in the Melbourne CBD. This position requires an energetic, responsible person, who has fantastic organization and follow up skills and thrives on multi-tasking and interacting with people from all over the world.

SPECIFIC DUTIES include:

- Provide administration support and assistance to various Regional Marketing Managers
- Assist Marketing Managers with agent, student and parent communication
- Assist with documentation checking of student applications
- Assist with issuing of offer letters
- Contact external stakeholders to follow up on documentation
- Assist with documentation compliance on soft copy filing
- Conduct interview with student applicants face to face or online
- Filing & other administrative work
- Back up on reception as and when required
- Assist with social media activities as directed by Marketing Managers
- Assisting with the processing, assessment and issuing of admissions documentation within agreed turnaround timelines, international admission requirements and international admission procedures and standards
- Ensuring timely and accurate processing of student applications, eCoEs and offer letters in order to maximise the conversion of enquiries into applications and enrolments
- Assessing student applications according to international admissions requirements
- Conducting GTE screening
- Communicating outcomes of admission requests to required stakeholders
- Liaising with onshore and offshore stakeholders, partners and education agents to; gather admissions and GTE related documentation, communicate admission and GTE outcomes and feedback, dispatch offer letters and conduct appropriate follow up

- Uploading of relevant supporting documentation to the student document repository following agreed naming conventions.

This is a Permanent Full Time position based in Melbourne

Who are you?

To be successful in the position you will have:

- Minimum 2 years' experience working with international students and/or within the education sector
- Tertiary qualifications in a relevant discipline or equivalent combination of relevant experience and education and/or training.
- Proven organisational skills with an ability to manage competing deadlines while working under pressure
- Demonstrated ability to build relationships with internal and external stakeholders from different cultural backgrounds
- Strong administration and data entry skills with a commitment to quality
- Effective communication skills and the ability to give direction and follow instruction
- Customer focused and able to deliver to a high level of service to internal and external customers
- Detail oriented with strong problem solving skills and an ability to analyse, assess and review objectively
- *Please note: Visa sponsorship is not available for this position. All applicants require current and valid working rights for Australia.*
- *The successful candidate will commence on 18 Jan 2021*

EXPERIENCE/KNOWLEDGE/SKILLS REQUIRED:

- Fluent in English with excellent interpersonal skills
- Outstanding communication skills
- Advanced computer skills
- Enjoy interacting with people from other cultures
- Excellent attention to details and organization skills