

Position Title	International Admissions Support Officer
Group/Portfolio	Griffith International
Classification	HEW Level 4
Position Number	TBA
Reports To	Coordinator, International Admissions
Employment Type	Full time, fixed-term

1.0 Position Purpose

Under general direction, this position is required to provide administrative support to the day-to-day operations of international admissions.

2.0 Eligibility Requirements

- The occupant of this position will hold an associate diploma level qualification or higher, or an equivalent combination of relevant skills, knowledge and experience.

3.0 Key Responsibilities

- Create, maintain and update student records in the Student Management System(s), CRM and other system platforms as required.
- Provide excellent customer service to all stakeholders including agents, partners and direct student applicants, and liaise as appropriate across internal business areas.
- Create, issue and update Confirmation of Enrolment (COE) documents via PRISMS and StudyLink.
- Assist students with enquiries and escalate or direct as appropriate.
- Undertake general administrative duties and pre-assessment tasks related to international student applications.
- Comply with the Client Services Officer Quality Framework in the provision of email, telephone and face to face enquiries, and be flexible to efficiently move in and out of contact channels as required.
- Proactively identify and communicate potential process, business or administrative improvements that relate specifically to value-add-services, student experience and efficiencies.
- Work productively in a team environment, develop and maintain good

relationships with colleagues and support a fun and relaxed atmosphere.

- Ensure compliance with relevant legislation and University policies and procedures, including equity and health and safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).