



## Position Description

<b>Position Title:</b> Reception and Administration Officer	<b>Classification:</b> Bond Level 3
<b>Faculty/School/Office:</b> Office of Future Students	<b>Date Position Classified/Updated:</b> February 2024

The Office of Future Students (OFS) at Bond University has a clear vision to raise the University's global reputation as a premium institution with a distinct value proposition, to generate growth opportunities and to encourage more students to consider, engage with, and ultimately choose to study at Bond University.

### **Purpose of the Position:**

This Reception and Administration Officer is the initial touchpoint for prospective future students and the broader community seeking information about Bond University. The position is responsible for ensuring efficient and smooth operations to assist all visitors, and external and internal stakeholders that connect with the Office of Future Students (OFS) via phone, in-person or online channels. The incumbent will consistently deliver a premium level of service to contribute towards student recruitment efforts that align with the Bond brand.

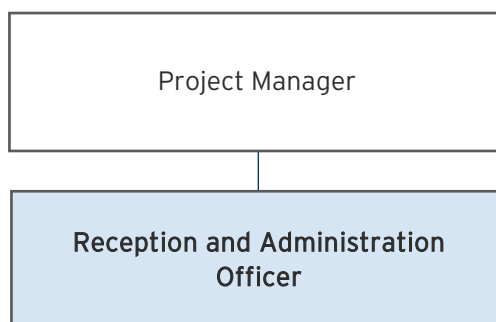
This position will be responsible for administrative tasks that support various student recruitment activities. The Reception and Administration Officer will require the following skillset:

- Being proactive and ensuring all duties are completed to the highest standard
- Ability to multi-task, meet deadlines and be confident in troubleshooting
- The ability to work as part of a positive and successful team.
- Confident and professional handling of the University's main incoming phone lines.
- Ability to respond to all enquiries through phone calls and emails by providing premium service and support.

This position is a customer facing role that will be physically situated at the reception desk in the Office of Future Students.

### **Reporting Relationship:**

This position reports to the Project Manager.



**Selection Criteria:**

- Highly developed interpersonal and communication skills, and effective self-management skills including the ability to prioritise, problem solve, meet deadlines, and follow through to completion of tasks.
- Experience in similar customer service or reception role, preferably within a large organisation.
- Highly-developed customer service skills with an innovative approach to go the extra mile.
- Strong communication skills, both verbal and written.
- Demonstrated experience with CRM system
- A high level of accuracy and attention to detail.
- A Bachelor's degree in a relevant discipline or equivalent work experience.

**Desirable Criteria:**

- Previous experience operating an organisations switchboard within a large network.
- Higher education product knowledge and associated procedures.

Competency	Responsibility
<b>OFS Purpose and Administration Processes</b>	<ul style="list-style-type: none"> <li>• Understanding the OFS purpose and administration processes.</li> <li>• Understanding how each department/faculty interacts effectively on an organisational level.</li> <li>• Developing the ability to connect directly with the customer - our future students by personalising each engagement to deliver a premium experience.</li> <li>• Understanding the impact of direct interactions with a future student to deliver a branded service promise in a high-volume environment.</li> </ul>
<b>Reception Management</b>	<ul style="list-style-type: none"> <li>• Delivering high-quality face-to-face contact with all visitors to OFS.</li> <li>• Answering Bond University's central phone line and assisting or redirecting calls as required.</li> <li>• Maintaining up-to-date phone register for the university and internal telephone lists for the Office of Future Students.</li> <li>• Managing the University's voicemail setup in conjunction with the Voice Communications Coordinator during holiday periods.</li> </ul>
<b>Office Administration</b>	<ul style="list-style-type: none"> <li>• Responsible for providing general administrative assistance to all areas within the OFS portfolio.</li> <li>• Processing prospective student data including upload to the D365 CRM system.</li> <li>• Recording of all enquiry information in D365 CRM system.</li> <li>• Manage queues and enquiries across various student recruitment touchpoints and on/off campus student recruitment activities.</li> </ul>
<b>Customer Experience</b>	<ul style="list-style-type: none"> <li>• Providing high quality support to stakeholders including responding to telephone and email enquiries in a professional and accurate manner to ensure that a strong customer focus is maintained.</li> <li>• Building positive relationships with all business partners.</li> <li>• Ensuring that relationships with all internal and external departments are maintained to achieve results.</li> <li>• Continuing engagement with wider departments to stay abreast of issues.</li> <li>• Actively seeking ways to improve the operations of the role.</li> </ul>
<b>Understanding of Quality Assurance</b>	<ul style="list-style-type: none"> <li>• Staff should demonstrate an understanding of the principles of quality assurance and continuous improvement as they apply at Bond University.</li> <li>• Staff are expected to demonstrate an ongoing commitment to the Bond University Strategic Plan, university policy and to our quality assurance processes.</li> </ul>

<b>Understanding of Cultural Sensitivity</b>	<ul style="list-style-type: none"> <li>• Staff will come into contact with staff and students from a variety of cultural backgrounds. It is expected that mutual respect, cultural awareness and cultural sensitivity will form the basis of the professional working relationship.</li> <li>• Staff are encouraged to attend a cultural sensitivity workshop to further enhance and develop cultural awareness and cultural sensitivity skills.</li> </ul>
<b>Understanding of WHS Responsibilities</b>	<ul style="list-style-type: none"> <li>• Maintain a safe workplace and follow safety directions and internal controls. Alert your Manager of WHS risks and be vigilant in observing safe practices. Understand WHS requirements in your work area.</li> <li>• All managers of staff are required to conduct risk assessments and implement controls accordingly as well as action safety audit results within the directed time frame.</li> <li>• Awareness of, and accountability for, WHS responsibilities in the work area and for the staff and contractors under your control (if applicable).</li> </ul>

Note - the successful applicant will be required to produce a certified copy of their highest qualification received prior to commencement of duty.

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Bond University. You may at times be required to work at other tasks and areas as directed by the Management.