

## Position Description

### Student Information Officer – Administration & Reception

Created: 13 Oct 2022

Reports to: Manager Student Engagement and Communications (MSEC)

Level of supervision: Routine supervision provided.

Position type: Full Time, Ongoing

Level 3.1

#### Position purpose

The purpose of this role is to be the main point of contact for all graduate student enquiries via phone, email, or in-person, and to perform related student support activities.

#### Main tasks

##### General Administration and Student Enquiries

- Manage GSA contact points (e.g., 1800 number, info email, reception desk, services, and events) and ensure student enquiries are documented and responded to in a timely manner.
- Maintain GSA's reception area by ensuring the space is clean, organized, and is meeting the needs of students and staff.
- Induct and provide support to graduate students who use the tenured study spaces in the 1888 Building.
- Forward student enquiries to staff when relevant to their role and/or department.
- Ensure casual staff are trained and supported to perform reception activities.
- Maintain GSA membership and enquiries lists and databases.
- Collaborate with the Engagement and Communications Team to ensure events and services are promoted to graduate students.
- Liaise with UoM stakeholders to ensure partnerships and communications.
- Support the Engagement and Communications Team, when necessary, on events and services.
- Maintain digital files and records.
- Support MSEC with day-to-day administrative and engagement tasks, including event administration, evaluation and other administrative support.

#### Key Selection Criteria

##### Essential Criteria

- Bachelor's degree, with experience in administration work.
- Friendly and a team player.
- Knowledge and understanding of good customer service practices.
- Good verbal and written communication skills
- Knowledge and skills of Microsoft Office.
- Organisational and time management skills.

**Please note:** This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. If requested by management or necessitated by the ongoing development of this role, and wherever reasonable, you will be expected to perform other tasks that are related to this specific position description only, i.e. that relate to a role of a Student Information Officer.

**Acknowledgement**

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY

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Employee

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Date

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Manager

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Date