Student Services Officer - Full Time Position

Melbourne Institute of Technology (MIT) is a leading Private Higher Education Institute with a network of campuses in Melbourne and Sydney. We provide Business, Accounting, IT, Engineering and Networking programs, at Diploma, Bachelor and Master Level to Australian and International students.

With a commitment to provide high quality educational programs with professional career outcomes and a strong and diverse group of learners and teachers, MIT offers an excellent opportunity for an effective administrator to grow and excel in the role of Student Services Officer. The Student Services Officer is an integral part of the MIT Student Services Department. The Department is responsible for undertaking a range of student service activities. The Student Services Officer provides guidance to students over a range of areas including information of social, academic and personal with the view of assisting students to acclimatise in a new environment. This position is a key factor in the success of both MIT and our graduates through the commitment to on-going, individualised student support. The candidate should have a ‘can do’ attitude and have experience working with students from diverse backgrounds and different cultures.

The successful applicant will:

- Provide effective student support services to domestic and international students
- Assist students with non-academic needs and provide assistance in a range of student support services
- Contribute to improvements and innovative student support programs
- Have excellent interpersonal communication skills - both oral and written
- Have previous experience working in an educational environment, interacting with international and domestic students
- Be able to work under pressure, prioritise tasks and meet set deadlines
- Have knowledge of diverse cultures and be willing to expand on this knowledge
- Be committed to quality customer service and be flexible and willing to go the ‘extra mile’
- Be a multi skilled team player with the ability to work with a diverse range of people and within and across departments

Qualifications: Completion of an undergraduate degree in the appropriate field or an equivalent combination of relevant experience and education/training.

Desirable: Experience in holding events, including orientation/enrolment programs.


Written applications are to address the selection criteria, include a one page cover letter, and include 3 references. Please forward to: [hrm@mit.edu.au](mailto:hrm@mit.edu.au) by COB 21 May 2013.