



**Position:** Admissions Officer

**Location:** Melbourne Campus

**Employment type:** Full-time

**Award:** Educational Services (Post-Secondary Education) Award 2020

Melbourne Institute of Technology (MIT) is a leading Private institute of higher education with campuses in Melbourne and Sydney. We provide IT, Networking, Data Analytics, Business, Accounting, and Engineering (Telecommunications) programs at Bachelor's and Master's degree levels to domestic and International students. MIT has a NEAS-accredited English Language Centre that offers a range of English language courses to help students improve their English skills and prepare them for further study in Australia.

### **The Role:**

The Admissions Officer will be responsible for overseeing various admission related tasks. These include processing applications from international and domestic applicants, either directly or through agents, issuing Confirmation of Enrolment (CoEs), and providing guidance and support to prospective students and agents regarding admissions and related matters.

The position is required to build and maintain knowledge of secondary and tertiary education systems of the institute's key markets. It involves researching qualifications offered worldwide by secondary and tertiary education institutions.

Admissions Officer will collaborate closely with both onshore and offshore agents, Course Coordinators, and various internal teams to provide expert guidance on admissions policies and procedures. This position also serves as a primary point of contact for prospective students.

This position requires a presence on campus to facilitate effective engagement with both students and staff, hybrid or work-from-home arrangements are not possible.

The position reports to the Director of Marketing & Admissions.

### **Responsibilities:**

- Assess international and domestic student applications against academic and English criteria required for the course.
- Issue electronic Confirmation of Enrolment (eCoEs) as required.
- Accurately enter prospective student details in Bigfoot and generate offer letters to agents and/or students.
- Defer and decline applications and offers as required.
- Liaise with Course Coordinators to ensure credit transfers are returned within the agreed turnaround times.
- Provide responsive and timely guidance and information to students and their agents regarding courses, offers, admissions/re-admissions, credit transfers, deferrals, cancellations, GS requirements, and student visa requirements.
- Checking the validity of documents, such as academic and financial records, Genuine Student Test Form, and GS responses to ensure prospective students meet MIT's GS requirements.

- Collaborate with MIT's recruitment team, agents, and other stakeholders to gather additional background information and assess genuine students.
- Respond to enquiries from prospective international and domestic students via multiple communication channels.
- Represent the institute at various student recruitment events.

#### **Qualifications, Competencies and Skills:**

- Completion of a bachelor's degree in a related discipline.
- Excellent oral and written communication skills, including the ability to deal effectively with clients via phone, email, in-person and other mediums.
- Strong understanding in PRISMS, the ESOS Act, and Department of Home Affairs policies.
- Proven experience in international student admissions/recruitment preferably in the higher education sector.
- High level of attention to detail.
- Ability to work effectively in a team and manage multiple tasks in a high-pressure environment.
- Strong organisational skills with experience using CRM systems and student management databases.
- Comprehensive experience in using computer skills such as Word, Excel, PowerPoint, and CRMs.
- Experience in the higher education sector, focusing on student admission/recruitment/retention.

Applications close on **Sunday, 29 September 2024**

**Apply:** via SEEK

Applicants must be Australian or New Zealand citizens or permanent residents.

MIT reserves the right to close applications early if a suitable applicant is identified prior to application close date.

Equal Opportunity and Privacy of personal information is MIT policy. For more details visit [www.mit.edu.au](http://www.mit.edu.au)