Position Details

**Position Title:** Senior Student Recruitment Consultant (Team Leader)
**Division:** Operations and Planning
**Department:** Student Recruitment
**Campus Location:** Based in Ho Chi Minh City but may be required to work at other location of RMIT Vietnam.
**Job Grade / Classification:** PSV05
**Time Fraction:** 1.0

**RMIT University**

RMIT is a global university of technology and design, focused on creating solutions that transform the future for the benefit of people and their environments. We are global in attitude, action and presence; urban in orientation and creativity; and connected through active partnerships with professions, industries and organisations.

RMIT University enjoys an international reputation for excellence in professional and practical educational programs and high quality outcome-oriented research.

One of Australia’s original educational institutions founded in 1887, RMIT is now the nation’s largest tertiary institution. The University offers an extensive range of postgraduate, undergraduate and vocational programs.

RMIT has three Melbourne campuses – in the central business district and in Brunswick and Bundoora in the city’s northern suburbs – and a campus in Vietnam with locations in Ho Chi Minh City and Hanoi. With significant partnerships in Hong Kong, China, Malaysia and Singapore, RMIT has a strong educational presence in the Asia-Pacific region. The University’s total student population of 74,000 includes 30,000 international students (onshore and offshore).

RMIT is a leader in technology, design, global business, communication, global communities, health solutions and urban sustainable futures, and is ranked in the top 100 universities in the world for engineering and technology in the 2010 QS World University Rankings. [www.rmit.edu.au](http://www.rmit.edu.au)

**RMIT Vietnam**

RMIT International University Vietnam (RMIT Vietnam) is a campus of RMIT University. RMIT Vietnam is creating an innovative research, teaching and learning culture. It is committed to providing internationally recognised high-quality education and professional training for its students, clients and members of the community.

As an internationally recognised Australian university based in Asia, RMIT Vietnam assists in the development of human resources in Vietnam and the region by providing opportunities for students from around the world to belong to an international educational community that supports them to achieve their potential in an increasingly globalised world.

Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. RMIT Vietnam is also host to students from Australia and many other countries. All degree programs are recognised by the Vietnamese Ministry of Education and Training (MOET) and are subject to regulation by the Australian Tertiary Education Quality and Standards Agency. RMIT Vietnam is an English speaking university and all teaching is in English.

[www.rmit.edu.vn](http://www.rmit.edu.vn)

**Position Summary**

The Senior Student Recruitment Consultant (Team Leader) performs an essential role for the University. The quality and effectiveness of their work relates directly to the number of students enrolled in English, Higher Education and Post Graduate programs annually. The Senior Student Recruitment Consultant is
directly responsible for all student recruitment processes from the point of first contact through to admissions. This position will oversee the operation of the recruitment team to effectively influence the performance of the team on meeting the profile targets. It is expected that the Student Recruitment Consultant will have a comprehensive understanding of the University programs and courses, the selection processes, as well as the key marketing messages associated with each program offered and service provided at RMIT Vietnam. This position has a strong customer service emphasis in addition to a requirement to uphold standards and processes.

Reporting Lines

Reports operationally to: Student Recruitment Manager (SGS)

Reports functionally (where applicable) to:

List by title positions which report directly to this position:

Organisational Accountabilities

RMIT Vietnam is committed to the health, safety and wellbeing of its staff members. RMIT Vietnam and its staff members must comply with a range of Vietnamese legal and regulatory requirements, including foreign investment & business, import & export, contracts & commerce, banking, finance & foreign exchange, labour, taxation, land & premises, environment, and immigration. RMIT Vietnam expects all staff members to comply with its Code of Conduct, policies and procedures, which relate to legal and regulatory requirements and our ways of working.

Key Accountabilities

1. Provide accurate and comprehensive information to customers about the University, its programs and services in a professional, timely, ethical, friendly and caring manner at all times

2. Ensure up-to-date knowledge of RMIT programs and related information available to prospective students and/or their parents via the RMIT website, program guides and other communications and/or publications and staff briefing sessions. Manage the data entry processes to ensure accuracy of all information obtained through recruitment events and related activities

3. Administer all processes concerning student recruitment and application handling for entry into RMIT Vietnam: consultation with prospective students; quality checking of applications; preparation of relevant correspondence; and managing client information relevant; follow-up after promotional events and campaigns

4. Ensure all advice and information given specifically in relation to entry requirements, admissions and selection processes is clear, accurate and transparent and that SR staff are well versed in the nuances between programs

5. Meet with customers on different channels including telephone, face to face, emails, events and other activities to introduce about RMIT's offers.

6. Keep detailed records of meetings and provide necessary follow up to ensure customers are though with all necessary information. Make right calls at right time to persuade decisions of customers on choosing RMIT as their best university option

7. Advise, register and notify the Student Recruitment Manager on a timely basis of the database development of Enquiries, Potential, Placement testing, English entry levels and HE enrolment numbers.

8. Provide timely and effective reports to the Student Recruitment Manager in relation to performance of conversion rates on each member of student recruitment consultants. In charge of the daily roster of student recruitment consultants and monitor the flow of customer consultation for best efficiency and professionalism

9. Keep records of all feedbacks from customers and present those into logical reports for resolving, following up and tracking for improvement.

10. Deliver presentations about studying at RMIT on student recruitment activities and promotional events that showcase the University, its programs and strengthen the RMIT brand globally

11. Manage the day to day operation of the recruitment team to ensure all customers are serviced at a high standard of professionalism. Manage the process from preparation to execution of recruitment events for best outcomes and ROI. Work closely with Youth Connect & Events Coordinator and Customer Relationship Coordinator and other staff to brainstorm ideas on how best the market can be captured.

12. Perform any other duties that may be required.
Key Selection Criteria

A: Qualifications and Pre-requisites

**Mandatory**

Bachelor degree in a relevant discipline

If English is not your first language, then evidence of a General IELTS Band Score of 6.5 (or equivalent) during the last two years should be provided.

**Preferred**

University study undertaken at an international university, or in a university where English was the language of instruction

B: Employment/Professional Experience

**Mandatory**

At least 2 years of experience in a customer service environment such as: Education/Hospitality/Tourism or Retail in a team leader position or equivalent

**Preferred**

Demonstrated experience in working for retail industry and obtained an established focus on achieving set target

C: Competencies - skills, knowledge, abilities

**Essential**

Demonstrated positive tracking of sales performance

Excellent presentation skills

Demonstrated ability to lead a team to achieve set targets and monitor performance of team members

**Desirable**

Demonstrated skills in Influencing & persuading people

**Note:**

For foreign staff, appointment to this position is subject to the ability to obtain a Vietnamese work permit. For all staff, appointment is subject to satisfying the English language standards relevant to the position.

This position description is current as at the date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

<table>
<thead>
<tr>
<th>Endorsed:</th>
<th>Name:</th>
<th>Title:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Approved:</th>
<th>Name:</th>
<th>Title:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature:</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>