

## Receptionist/Student Services Officer

### About the business and the role

Greenhill Education Group Australia Pty Ltd trading as RGIT Australia is a leading vocational education provider in Australia and one of Australia's most competitive providers. With a founding principle of delivering excellence in training, RGIT Australia is proud to offer a learning environment that pays particular attention to quality teaching, student welfare and to fostering equal educational opportunities for students of all ages.

RGIT Australia, situated in Melbourne's CBD, is looking for a highly motivated and dedicated Receptionist/Student Services Officer to work within the Institute's Student Services Department.

This is a **full-time** position.

### Position responsibilities

- Manage the front reception area
- Attend to front desk queries received via a range of mediums (phone, email and in-person)
- Practice satisfactory customer care procedures in personal interactions
- Assist with daily maintenance of campus operations and services
- Process student documentation
- Maintain student information in the student management system
- Process student class attendance records and course progress records
- Assist in preparation of student events, such as Orientation days
- Resolve students' queries, and provide them with assistance and guidance in accordance with the Institute's procedures
- Maintain confidentiality, composure, and professionalism at all times

**To be considered for this position, applicants need to have the following:**

- Minimum Bachelor Degree in the field relating to office administration
- Minimum 1 year experience in general office administration and/or 1 year experience in student administration
- General basic level capability to use Microsoft software and Google drive suite
- Basic written and verbal communication skills
- Basic ability to easily mix well with others and satisfactorily carry out tasks in liaison with colleagues
- Ability to maintain a professional and friendly persona during encounters with stakeholders
- Effective and efficient time management and organisational skills
- Accountability for personal work performance
- Attention to detail
- Effective and efficient problem solving

**To be successful in this job** you will be a highly motivating and engaging individual with outstanding presentation skills that set you apart from others. You will have a proven track record of working effectively with others in a work environment with demonstrated highly developed oral and written communication skills.

This position offers excellent career opportunities in a friendly and supportive work environment.

RGIT Australia is an equal opportunity employer. We are dedicated to attracting, retaining, and developing our people regardless of gender identity, ethnicity, sexual orientation, disability, and age. Applications are encouraged from all sectors of the community, and we strongly encourage applications from the Aboriginal and/or Torres Strait Islander communities.

If you believe you are qualified and suitable for this position, please submit your cover letter together with your resume.