

## Student Services Coordinator

### About the business and the role

Greenhill Education Group Australia Pty Ltd trading as RGIT Australia is a leading accredited 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 Student Services Coordinator to work within the Institute's Student Services Department.

The Student Services Coordinator is responsible for coordinating the Student Services Department to satisfactorily perform the various student administration functions, such as admissions, enrolment, satisfactory course progress, visa regulations and student services, and aims to improve organisational performance through increased efficiency and effectiveness of the department.

This is a full-time position.

### Key Responsibilities

- Process student application, selection, and enrolment in accordance with the Institute's policy and in compliance with CRICOS Standards
- Monitor and improve international student administration operations, maintaining satisfactory standards
- Ensure students are enrolled, and their records are maintained, in RGIT's SMS and Learner Management System (LMS) and PRISMS;
- Provide excellent customer service and relevant and accurate advice to students and staff on matters relating to welfare services provided;
- Identify and recommend resources and equipment to support training and assessment strategies;
- Follow up with students who have been referred to external agencies and services to ensure their matters have been responded to accordingly
- Organise and perform student orientation and enrolment processes

#### Main Campus

28-32 Elizabeth Street, Melbourne VIC 3000, Australia  
Postal Address: GPO Box 5466, Melbourne VIC 3001, Australia  
T: (+61 3) 8639 9000 F: (+61 3) 8639 9001 E: [admin@rgit.edu.au](mailto:admin@rgit.edu.au)

#### Victoria House Campus

43-45 Elizabeth Street, Melbourne VIC 3000, Australia  
T: (+61 3) 9662 8022 F: (+61 3) 8639 9001 E: [admin@rgit.edu.au](mailto:admin@rgit.edu.au)

#### Hobart Campus

Level 3, 162 Macquarie Street, Hobart TAS 7000, Australia  
T: (+61 3) 6217 9000 E: [hobart@rgit.edu.au](mailto:hobart@rgit.edu.au)

- Initiate procedures for student intervention, complaints, transfer, deferral, suspension and cancellation when applied
- When requested, provide regulatory third parties with information as requested and in accordance with the disclosure policy and requirements
- Process refunds in accordance with the refund agreement signed by the student and maintained in the student file

### **Skills and experience the desired candidate will have:**

- Preferably holds a degree in a relevant field; business or administration
- Minimum 3 years' experience in student services administration (in a Registered Training Organisation is preferred)
- Minimum 2 years' experience managing staff
- Leadership and management skills
- Ability to maintain a professional and friendly persona during encounters with stakeholders
- Accountability for personal work performance.
- Demonstrate appropriate high-level computer skills including the use of learning management systems, spreadsheets, word-processing and Google suite
- Be research active to inform their work
- Exhibit good communication and interpersonal skills with an ability to foster a collaborative approach across departments
- Demonstrate the ability and preparedness to take a lead role in team meetings

**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 leadership in a work environment with demonstrated 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 community.

If you believe you are qualified and suitable for this position, please submit your cover letter together with your resume to [hr@rgit.edu.au](mailto:hr@rgit.edu.au).

