

POSITION DESCRIPTION

Position Details

Position Title:	Student Services Assistant
Reporting To:	Senior Manager, Student and Academic Operations
Unit / Group:	Student Services
Direct Reports:	None
Employment Type:	Casual Time Fraction: NA
Salary Classification:	Casual Corporate Services, Level C1
Fixed Term Reason	Specific Activities with uncertain future
Date:	09/2026
Location:	City Campus

Position Summary

The primary focus of the Front of House Student Services Officer is to provide a welcoming, professional and responsive first point of contact for students, staff and visitors at RMIT University Pathways (RMIT UP). The role is responsible for delivering high-quality customer service by managing face-to-face enquiries, responding to enquiries received via email and the Student Management Platform (SMP), providing accurate information, and referring students to the appropriate services and specialist support areas, including Student Wellbeing, where required.

The role also provides basic administrative support to the Student Services team, including routine data entry and maintaining student records during quieter reception periods. Working collaboratively with the broader Student Services team, the role contributes to an efficient and positive student experience and may assist with other operational activities as required.

Position Responsibilities and Accountabilities

Front-of-House Customer Service and Enquiry Management

- Provide a welcoming, professional and responsive first point of contact for students, staff, prospective students and visitors to RMIT UP.
- Manage enquiries received face-to-face, by telephone, email and through the Student Management Platform (SMP), providing accurate and timely information within the scope of the role.
- Identify the nature and urgency of enquiries and refer or escalate students to the appropriate Student Services team member or specialist support area, including Student Wellbeing where appropriate.
- Provide general information about RMIT UP programs, enrolment processes, fees, attendance requirements, campus services and other common student matters.

- Assist students to access information, complete routine forms and navigate relevant online systems and resources.
- Arrange appointments or referrals for students to meet with the appropriate staff member or service.
- Follow up or redirect unresolved enquiries to support timely resolution and a positive student experience.
- Maintain current knowledge of RMIT UP services, systems, processes, policies, communications and frequently asked questions.
- Communicate respectfully and effectively with students and stakeholders from diverse cultural, linguistic and educational backgrounds.
- Maintain a welcoming, organised, inclusive and student-focused front-of-house environment.
- Support students during peak service periods, including orientation, enrolment, intake commencement and other key points in the academic calendar.
- Assist with distributing and collecting student forms, correspondence, identification cards, certificates, promotional materials and other items as directed.
- Maintain appropriate professional boundaries and protect the privacy and confidentiality of student information.
- Promptly escalate urgent, sensitive or complex matters in accordance with established procedures

Student Wellbeing and Welfare Administration

- Provide general wellbeing information to students, and referrals to the Wellbeing Team as appropriate.

Routine Student Administration

- During quieter front-of-house periods, undertake routine administrative and data-entry tasks allocated by the Student Services team.
- Enter and update basic student information in relevant systems accurately and in accordance with established procedures.
- Assist with maintaining complete, accurate and confidential student records.
- Support the processing of routine forms, enquiries, appointments and correspondence.
- Develop working knowledge of relevant systems, including SMP, iQ and SAMS, to the level required for front-of-house and routine administrative activities.
- Provide feedback on common enquiries, emerging student needs and opportunities to improve front-of-house services.
- Undertake other reasonable customer-service or routine administrative duties consistent with the level and primary purpose of the position.

Organisational Responsibilities and Accountabilities

- Act at all times in accordance with the RMIT Code of Conduct
 - Work in accordance with RMIT University Pathways' policies and procedures including following safe work practices for self and others
 - Proactively work towards achieving individual and team goals, whilst demonstrating RMIT's values and behaviours
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- Actively engage in professional development opportunities
- Undertake any reasonable tasks as directed
- RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices.
<https://www.rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/child-safety>.
- Appointment to the role is subject to successful passing of the Working with Children Check (WWCC employee type), Working rights Check and National Police Check (NPC)

Qualifications, Knowledge, Skills & Attributes

Essential

- Friendly, professional and approachable manner, with a strong commitment to providing a positive student experience.
- Clear verbal and written communication skills.
- Ability to respond to routine enquiries and recognise when a matter should be referred or escalated.
- Basic organisational and time-management skills, with the ability to follow instructions and complete allocated tasks.
- Good attention to detail and ability to enter information accurately.
- Ability to learn new processes, procedures and systems with training and support.
- Basic computer skills, including familiarity with Microsoft Office, email and online systems.
- Ability to work collaboratively and communicate effectively with colleagues.
- Ability to interact respectfully with students, staff and visitors from diverse cultural and linguistic backgrounds.
- Ability to handle personal and confidential information appropriately.
- Reliability, punctuality and flexibility to support changing front-of-house demands.
- A current Working with Children Check or the ability to obtain one before commencing employment.

Desirable

- Previous experience in customer service, reception, hospitality, retail or another people-facing environment.
- Experience working or studying in an education or multicultural environment.

Working at RMIT University Pathways (RMIT UP)

RMIT UP is owned by RMIT University, and provides a range of education solutions to students, academics and professionals in Australia and overseas.

Our mission is to provide transformative, supportive learning experiences and pathways which open global possibilities to our community of learners. We achieve this through our RMIT values of inclusion, imagination, integrity, courage, passion and impact.

RMIT UP education professionals place the student and customer experience at the forefront of everything we do.

Our key programs and services include Foundation Studies, ELICOS English for Academic Purposes (EAP) and language testing. RMIT UP also houses Informit, a leading research database with a strong focus on specialist Australasian content.

RMIT UP is situated in a state-of-the-art facility within the main RMIT University city campus in Melbourne's CBD. Co-located with Scape Australia, the largest provider of student accommodation in Australia, our building provides a unique offering to international students, housing world-class learning and accommodation in one secure location.

Acceptance of Position Description

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

I have read, understood, and accept the responsibilities and accountabilities as outlined in this position description.

Incumbent signature: _____

Incumbent name: _____

Date: _____