



RMIT Vietnam

Front Desk Officer

Position Details

Position Title:	Front Desk Officer
Division/ Centre:	Engagement
Department:	Student Recruitment
Campus Location:	Based at the Saigon South campus, but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PSV03
Time Fraction:	1

RMIT University

RMIT is a leading multi-sector university of technology, design and enterprise with more than 90,000 students and 10,000 staff globally. We offer postgraduate, undergraduate, vocational education and online programs to provide students with a variety of work-relevant pathways.

The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work.

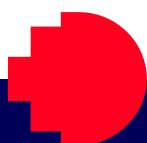
Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo. In Vietnam RMIT has two campuses (Ho Chi Minh City and Hanoi) and an English language centre (Da Nang). RMIT also has a European hub in Barcelona, Spain, as a gateway for European research, industry, and government partnerships. Programs are offered through transnational partners in Singapore, Hong Kong, Sri Lanka, India and mainland China, with research and industry partnerships on every continent.

RMIT Standings in university rankings

RMIT is ranked 125th in the 2026 QS World University Rankings consolidating its reputation as a global leader in education and research. The University is also now ranked 10th in Australia.

The University is ranked 5th globally for its work to reduce inequalities (SDG 10), 30th in supporting decent work and economic growth (SDG 8), and overall 56th worldwide in the 2025 Times Higher Education Impact Rankings.

RMIT has eight subject areas ranked in the top 100 globally in the latest QS World University Rankings by Subject. Four subjects retained their place in the top 50 with Art and Design also maintaining its number one position in Australia. Other standout results included Architecture and the Built Environment, ranked second in Australia and



25th globally, Communication and Media Studies, 4th in Australia and 42nd globally and Library & Information Management coming in at 2nd in Australia and 29th globally. Business and Management ranks 7th in Australia.

www.rmit.edu.au/about

RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University and was established in the year 2000. As the leading international university in Vietnam with over 12,000 students, RMIT Vietnam has a high-quality, innovative teaching and learning culture, and a growing research and innovation capability. We provide internationally recognised high-quality education and research aligned to the needs of the Vietnam and ASEAN region. As an internationally recognised Australian university based in South-East Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and the region. Our teaching and research is highly engaged with industry across the region.

Degrees are awarded by RMIT University in Australia, allowing Vietnamese students to receive an overseas education without having to leave home. Given its international profile, 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. The academic programs span from English Language training through to undergraduate, post-graduate and PhD programs. All teaching at RMIT Vietnam is in English and maintain the same standards as Australia.

<https://www.rmit.edu.vn/about-us>

Position Summary

The Front Desk Officer undertakes is the first point of contact for customers and guests visiting or calling the University. The position is responsible for managing mail services under the guidance of the Student Recruitment Manager including but not limited to collection, processing, transmission and delivery of all business mails within Saigon South campus and between Saigon South campus with Hanoi. The role involves data entry of all customers-related enquiries that arrive via telephone, walk-in and/or events.

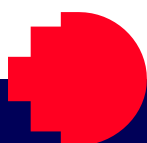
Reporting Line

Reports to: Team leader, Reception and Customer Service, Student Recruitment

Reporting lines may be adjusted in line with organisational changes.

Key Accountabilities

- Provide high level of service to staff, visitors and guests to ensure quality customer service at all times.
- Direct customer to the right person for their needs as well as supporting the student recruitment team by answering FAQs for new students, prospects, parents and current students.
- Assist in the monitoring of customer services including volume of calls, nature of enquiries and referral services, providing input in terms of how to improve customer service.
- Receive, record and process data forms, data enquiries note into the Customer Relationship Management System(s).
- Participate in any events that require data collection process. Input insights into the process of developing



questionnaires and conducting enquiries note filling; conduct database searches for necessary reports when required.

- Collect all incoming business mails (including internal, external mails and faxes) from external stakeholders or Mail Arrangers at each Department and ensure efficient and accurate data record.
- Prepare periodic reports on the Mail Management Services including internal mail, incoming mail and outgoing mails via postal services and other reports as requested by the Student Recruitment Manager and senior management.
- Monitor Mail Storage of the University and ensure proper filing system for all undeliverable mail within a certain timeframe.
- Maintain the filing system, stationery and office equipment of Mail Management Services.
- Process payment for postal services monthly.
- Support Program Advisors to collect documents and send applications to admission team daily.
- Support Student Recruitment team to follow up with HE enrollments.
- Undertake other duties that may be required by the Student Recruitment Manager.

Key Selection Criteria

- A relevant Bachelor's degree
- Familiar with front desk activities in a corporate or educational environment
- Demonstrated organizational and administrative skills.
- Well-developed interpersonal skills, including cross-cultural communication and business writing skills.
- Demonstrated a high level of multi-tasking with meticulous attention to detail
- Demonstrated ability to service clients and provide client-centred solutions.
- Appointment to this position is subject to passing mandatory check as outlined in the Recruitment and Selection Guidelines.
- Ability to display appropriate behaviours in line with the position, RMIT Values and RMIT Leadership Model.

English Proficiency

English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS (General) with a score of at least 5.5 (or equivalent, as outlined in the Recruitment and Selection Guidelines).

For any role, English Language Proficiency may also be proven by showing successful completion of secondary education to a level qualifying to enter university study while being instructed through the medium of English, as per the RMIT University recognised qualification list.

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.



Work Permit

All foreign employees must adhere to the requirements for obtaining a valid visa and work permit in Vietnam. These requirements are mandated by the Government and may be over and above the mandatory requirements and key selection criteria. Work permit requirements are subject to change. RMIT Vietnam accepts zero tolerance to non-adherence of the immigration laws of Vietnam.

Background checks

RMIT Vietnam is committed to providing a healthy and safe working, research and learning environment that enhances wellbeing across our community. As part of this commitment, all new employees are required to undergo background checks prior to commencing employment. Offers of employment are conditional upon the satisfactory completion of these checks. The specific requirements may vary depending on the nature of the role, as outlined in our Background Check Matrix.

Endorsed

Signature: Nhi Nguyen
Name: Nhi Nguyen
Title: HRBP
Date: Mar 2026

Approved

Signature:
Name: Truong Pham
Title: Student Recruitment Manager
Date: Mar 2026

