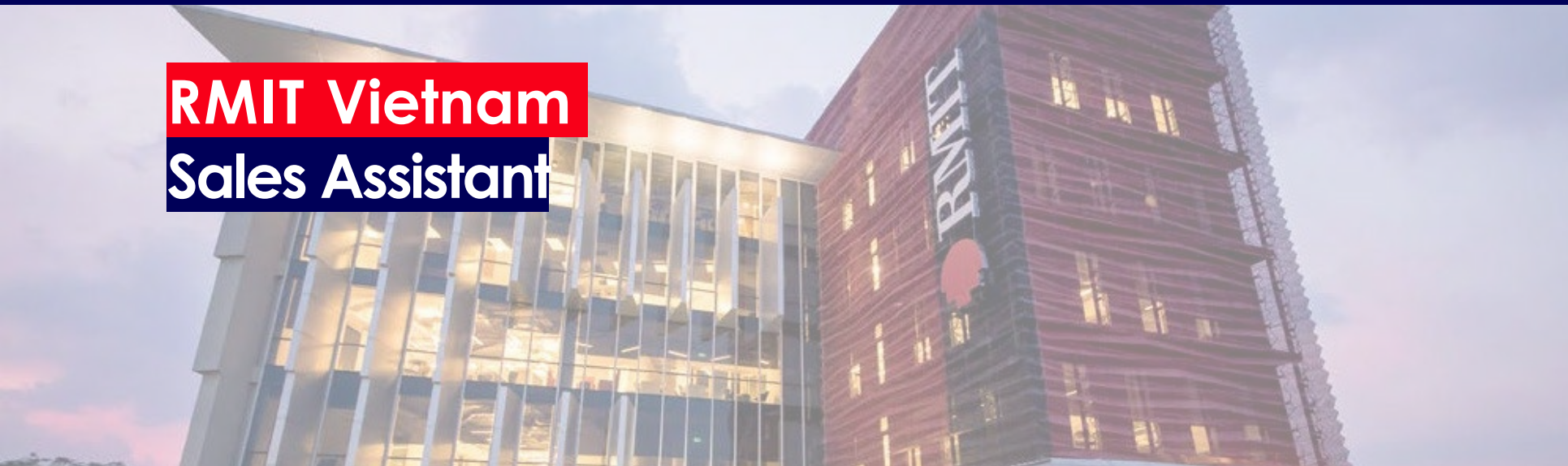


The banner features a photograph of a modern RMIT building with a glass facade and a red brick section. The text 'RMIT Vietnam' is in white on a red background, and 'Sales Assistant' is in white on a dark blue background.

RMIT Vietnam Sales Assistant

Position Details

Position Title:	Sales Assistant
Division/ Centre:	Engagement
Department:	Recruitment and Marketing
Campus Location:	Based at the Hanoi campus but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PSV3
Time Fraction:	Full Time 1.0 (40 hours per week)

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.

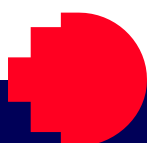
Our three main campuses in Melbourne are located in the heart of the City, Brunswick and Bundoora. Other locations include Point Cook, Hamilton and Bendigo. In Vietnam RMIT has two campuses (Ho Chi Minh City and Hanoi) and an English language centre (Da Nang). RMIT also has a European hub in Barcelona, 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 119th in the 2027 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 among the world's top 100 in the latest QS World University Rankings by Subject. Three subjects are ranked in the global top 50, with Architecture & Built Environment maintaining its strong



global position at 15th while rising to 1st in Australia. Library & Information Management also improved to 1st in Australia and is ranked 29th globally. Art & Design continues to be recognised among the world's leading disciplines, ranked equal 19th globally and 1st in Australia. Additional subjects ranked in the global top 100 and among the top 10 in Australia include Materials Science, Accounting & Finance, Communication & Media Studies, Data Science & Artificial Intelligence, and Civil & Structural Engineering. 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

Sales Assistant will be the person who assists Student Recruitment team to follow up with prospective students and parents during the time they are looking for programs' information. Accordingly, the role will support to call and early engage with inquiries and leads from different engagement channels. In addition, Sales Assistant will also involve data entry of all customers related enquiries that arrive via telephone, walk-in and/or events.

Reporting Line

Reports to: Supervisor, Student Recruitment

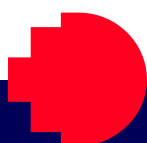
Reporting lines may be adjusted in line with organisational changes.

Key Accountabilities

Customer service

- Provide high level of service to prospective students and parents to ensure quality customer service at all times.
- Assist in the monitoring of customer services including volume of incoming calls, digital channels, and direct customers to Program Advisor for their needs as well as supporting the Student Recruitment team by answering FAQs for new students, prospects, parents.

Engage and nurture leads



- Effectively consult and provide advice and feedback on RMIT and its programs, entry requirements, admissions and selection processes for potential parents and students in a transparent and timely manner via telephone (or through face-to-face interactions when required).
- Rate and convert leads to potential pipeline so that Program Advisors have quality pool to close sales and transfer to enrolments.
- Participate in Student Recruitment events (which may include high school engagement events when required) in HCM/HN and provinces that showcase the University and its programs.

Sales Admin

- With reference to guidelines of the data entry processes into the CRM, ensure high level of accuracy across all information obtained through recruitment events and related activities.
- Support Program Advisors to complete student recruitment process from initial enquiry to the point of enrolment and ensure provision of high level of customer service across touchpoints with potential parents and students.
- Support Program Advisors to collect documents and send applications to Admissions team
- Support Program Advisors to prepare sales kit for events and daily consultation.

Key Selection Criteria

- A relevant Bachelor's degree
- At least 1 year of experience in a similar position.
- Confident and interested in consulting with customer via telephone
- Demonstrated ability to service clients and provide client-focused solutions.
- Demonstrated organizational and administrative skills.

English Proficiency

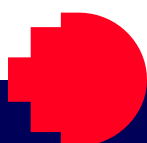
English is the language of teaching and communication at RMIT Vietnam. For this role, the minimum requirement is IELTS (General) with a score of at least 5.5 (or equivalent, as outlined in the Recruitment, Selection and Onboarding Guidelines).

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

Approved

Signature:
Name: Trang Quach
Title: Student Recruitment Manager
Date: Mar 2026

