



Job Description – Sales Assistant

Position Details

Position Title:	Sales Assistant
Division/ Centre:	Engagement
Department:	Recruitment and Marketing
Campus Location:	Based at the Saigon South/Hanoi campus but may be required to work and/or be based at other campuses of RMIT Vietnam.
Job Grade/ Classification:	PSV03
Time Fraction:	1.0

RMIT University

RMIT is a global university of technology, design, and enterprise. Our mission is to help shape the world through research, innovation, teaching and engagement, and to create transformative experiences for our students, getting them ready for life and work. One of Australia's original educational institutions founded in 1887, RMIT University now has 82,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and practical education, applied and innovative research, and engagement with the needs of industry and the cities in which we are located. With three campuses in Melbourne (Central Business District, Brunswick, and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia, Sri Lanka, Belgium, Germany, Austria and The Netherlands, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 129-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates. We are a 5-Star university under the QS Stars international evaluation system, and are 21st in the world among universities less than 50 years old (2015 QS Top 50 Under 50 index).

RMIT is ranked among the world's top universities in 23 of 38 assessed subjects (and all five faculty areas) featured in the 2017 QS World University Rankings by Subject. RMIT features among the world's top 100 ranking in the 2017 QS subject rankings in Art and Design; Architecture and the Built Environment; Computer Science, Information Systems, Engineering (Civil and Structural); Engineering (Electrical and Electronic); Communication and Media Studies, Education, Business and Management Studies, and Development Studies. The University's research was rated "well above world standard" in 13 research fields and "above world standard" in a further nine fields in the 2015 Excellence in Research for Australia evaluation. In the 2017 QS Graduate Employability Rankings, RMIT is ranked seventh in Australia and 71-80 in the world on the basis of employer reputation, alumni outcomes, partnerships with employers, employer-student connections and graduate employment rate.

www.rmit.edu.au

RMIT Vietnam

RMIT University Vietnam (RMIT Vietnam) is a campus of RMIT University. RMIT Vietnam is creating an innovative research, teaching and learning culture. We are committed to providing internationally recognized high-quality education and professional training for our students, clients and members of the community.

As an internationally recognized Australian university based in Asia, RMIT Vietnam is assisting in the development of human resources capability in Vietnam and 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 recognized 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 vocational English through to undergraduate, post-graduate and Ph.D. programs. All teaching at RMIT Vietnam is in English.

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 customer related enquiries that arrive via telephone, walk-in and/or events.

Reporting Line

Reports to: Supervisor, Student Recruitment

Key Accountabilities

1. 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, web chats, and direct customer to Program Advisor for their needs as well as supporting the Student Recruitment team by answering FAQs for new students, prospects, parents.
2. 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 weekend student recruitment and promotional events in HCM and provinces that showcase the University and its programs.
3. 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

1. A relevant bachelor's degree
2. At least 1 year of experience in a similar position.
3. Confident and interested in consulting with customer via telephone
4. Demonstrated ability to service clients and provide client-focused solutions.
5. 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 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 recognized qualification list.

Organizational 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

RMIT Classification: Trusted

Conduct, policies and procedures, which relate to legal and regulatory requirements and our ways of working. Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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