



Position Description

Position Details

Business Entity	Kaplan Business School	Department	Admissions & Enrolments
Job Title	Admissions Officer	Location	Sydney
Reports To	Admissions Team Leader	Direct Reports	Nil

Overall Purpose

The KBS Admissions Officer is responsible for:

- Providing the accurate and timely processing of student applications and other documents relating to student enrolments
- Managing communication of information regarding course admissions to internal and external customers as well as providing administrative support to staff when requested
- Maintaining a high level of customer service and product knowledge to assist in potential conversion of student enquiries

Key Responsibilities

Student Enrolments and Administration

- Process student applications, CoE's and offer letters accurately and in a timely manner to maximise the conversion of enquiries into applications and enrolments
- In compliance with school policies and procedures, respond professionally, accurately and in a timely manner to enquiries regarding programs and admission requirements
- Process enrolment changes on both the student database and PRISMS as applicable.
- Complete all admissions documentation from enquiry to enrolment processing for International and domestic students for all Kaplan Business School
- Audit of paperwork to ensure compliance with company policies
- Assess student eligibility in accordance with Kaplan Business School entry criteria
- Process pre-commencement deferrals and inform relevant departments
- Review educational qualifications and refer to appropriate staff for review
- Ensure accurate and timely maintenance of the student database relating to recording enquiries, making offers, recording courses, payments and invoicing
- Maintain student files and filing systems

Sales and Marketing support

- Maintain a high level of product knowledge relating to all aspects of student education and training
- Provide advice and information to applicants, agents, academic and general staff of the School, and external agencies, about programs, admissions requirements and procedures in compliance with School policies and procedures
- Be proactive with suggestions and ideas for the team
- Provide regular updates to the General Manager, Sales and Marketing on outstanding issues in relation to visa applications, agents and unpaid fees
- Maintain familiarity with the company's advertising and that of its competitors
- Adherence to the service level agreed timescales for student applications



File Management and PRISMS

- Maintain records on PRISMS
- Create electronic student files for student enrolments and ensure orderly record keeping
- Ensure that all hard copy documentation is filed in the appropriate folders

Contribute to a supportive, positive and safe workplace

- Compliance with all company policies and procedures including WHS legislation requirements
- Ensure as far as is practicable that the workplace, under your control, is safe and without risks to health
- Being a productive member of the Kaplan team by displaying the Company values through your day to day role
- Adherence to Company Policy and Procedure

Qualifications and Skills

Essential

- Previous experience within an education or administrative field or equivalent
- Strong knowledge of student database processes
- Competency in use of Microsoft Office products
- Ability to organise resources and establish priorities
- Excellent written and verbal communication
- Attention to detail, accuracy and an ability to meet deadlines
- Strong interpersonal skills and an ability to foster a cooperative work environment
- Good problems solving skills
- Ability to adhere to and disseminate policies and procedures

Desirable

- Working with Children Check
- Knowledge of ESOS Act and National Code of Practice is highly regarded
- Previous knowledge of Australian and foreign qualifications framework
- Qualification in Administration, Business or Management Systems

Employee Signature _____

Date _____

Manager Signature _____

Date _____