

Position	CSR- International	Pos # 973
Faculty/Division	Corporate Services Division	
Location	Registry	
Staffing Responsibility	Nil	
Academic Delegation	Nil	
Financial Delegations	Nil	
Human Resource Delegations	Level 600 of the Human Resources Delegation Schedule	
Employment Agreement	Allied staff employment agreement	
Salary Range	Grade 4 salary range \$38 328 - \$45 091	



## OUR PURPOSE

CPIT's provision of applied tertiary education and research contributes to the future social, economic and cultural wellbeing of the people, communities, and organisations particularly of Canterbury.

## OUR VALUES

Manaakitanga, Mana Atua, Mana tangata, Matauranga, Mana whenua  
Respect, Excellence, Accountability, Learning, Connection

## PRIME FUNCTION/PURPOSE OF THE JOB

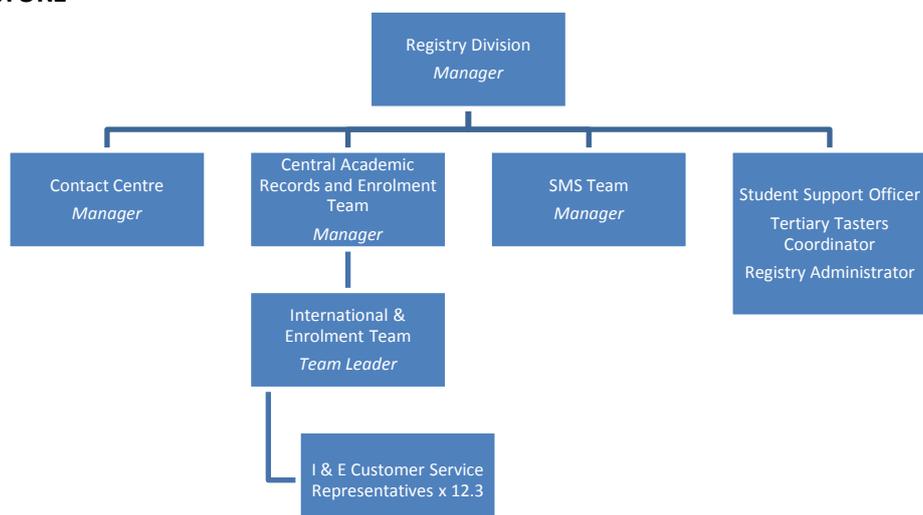
Registry forms a department within the Corporate Services division, working in partnership with faculties and divisions to support CPIT's educational objectives and student success. As the front line interface at CPIT the group is made up of more specialised units providing an information and enrolment service to our customers: students, potential students and visitors.

The Information and Enrolment (I&E) team is responsible for providing high levels of customer service to current and potential students either face to face, over the phone, or via mail or email. High customer service standards ensure that quality, timely and appropriate course advice is provided and that customers are provided with all the information they need to make the decision to study at CPIT. This involves not only imparting information but the process of enrolling students in their chosen course. The team works closely with different areas from across the organisation, in particular the CPIT Faculties with the goal of optimising the enrolment of students.

## The purpose of is role is to;

- To provide an effective and efficient information, advice and enrolment service and proactively assist students in making appropriate enrolment choices.
- To provide fast, accurate processing of all student enrolments, registrations and related administration ensuring compliance with the governing rules and regulations.
- To provide outstanding communication and a timely, polite and friendly service to all customers.

## REPORTING STRUCTURE



<b>FUNCTIONAL RELATIONSHIPS</b>	
<b>Internal</b> <ul style="list-style-type: none"> <li>• Team Leaders</li> <li>• Wider Registry team</li> <li>• International Services team</li> <li>• Other faculty and divisional staff</li> </ul>	<b>External</b> <ul style="list-style-type: none"> <li>• CPIT students and potential students</li> <li>• Agents, staff of other institutions and government agencies</li> </ul>

## PROFESSIONAL PROFILE

<b>ESSENTIAL SKILLS</b>
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• No formal tertiary qualification required</li> </ul>
<b>Knowledge/Experience/Skills</b> <ul style="list-style-type: none"> <li>• Excellent customer service and professional and ethical sales skills</li> <li>• Competence and confidence in using an appropriate range of computer systems</li> <li>• Speed, accuracy and attention to detail when handling complex processes</li> <li>• An understanding of financial documents and the ability to process accounting transactions</li> <li>• The ability to understand and analyse reports and to make adjustments when needed</li> <li>• Confident and effective written and interpersonal communication skills, with sensitivity to a rich diversity of people.</li> </ul>
<b>Personal Attributes:</b> <ul style="list-style-type: none"> <li>• The ability to work co-operatively as part of a cross-skilled team</li> <li>• A friendly, cheerful, energetic and pro-active disposition, with the ability and enthusiasm to handle pressure</li> <li>• Flexibility in order to meet the challenges of a role in a dynamic environment</li> <li>• The ability to listen and advise students and potential students, by providing clear, concise and accurate information to encourage further enrolments</li> <li>• A commitment to active and continuous improvement</li> <li>• The ability to work rostered hours as required</li> <li>• Willingness to commit to CPIT staff profile which encompasses bicultural, international, disability, and environmental awareness; and a focus on students, teaching and learning.</li> </ul>
<b>Preference will be given to candidates who also demonstrate the following knowledge, skills and experience</b> <ul style="list-style-type: none"> <li>• A relevant qualification OR recent relevant customer services experience</li> <li>• Knowledge of the tertiary sector</li> <li>• Contribute to the cultural diversity of the team e.g. able to speak a second language or displays an interest in learning about different cultures</li> </ul>

<b>Key Tasks</b>	<b>Expected outputs and outcomes include:</b>
Information dissemination	<ul style="list-style-type: none"> <li>• Develop and maintain an in-depth working knowledge of courses, programmes and services at CPIT.</li> <li>• Be conversant with sources of information such as key contacts, brochures and web-based information.</li> <li>• Deal professionally with all incoming student enquiries through a variety of media including telephone and email.</li> <li>• Action requests for course material and information in a timely manner.</li> <li>• Communicate effectively with customers, other team-members and other CPIT staff.</li> </ul>

International Enrolment and Admissions	<ul style="list-style-type: none"> <li>• Represent CPIT professionally.</li> <li>• Develop and maintain an expert knowledge of Immigration NZ policies &amp; procedures, including processing of visa applications and Insurance.</li> <li>• Develop and maintain an expert knowledge of Code of Practice for the Pastoral Care of International students in regards to enrolment and admission of international students.</li> <li>• Manage own caseload of International applications.</li> </ul> <p>Develop and maintain an expert knowledge of regulations around enrolment of international students.</p>
Customer Services	<ul style="list-style-type: none"> <li>• Represent CPIT professionally.</li> <li>• Develop and maintain an expert knowledge of all enrolment procedures.</li> <li>• Maintain a working knowledge of student financial support.</li> <li>• Accurately and responsively enrol students, through counter, telephone or electronic interactions.</li> <li>• In all duties comply with relevant legislation, regulations and CPIT policies and procedures.</li> <li>• Accurately and systematically fulfill administration tasks such as filing, and copying.</li> <li>• Establish a personal service approach where appropriate.</li> </ul>
Contribute as a member of a team	<ul style="list-style-type: none"> <li>• Operate as a team member with regard to information sharing and training.</li> <li>• Undertake tasks and share responsibility for a range of duties within the information and enrolments team</li> <li>• Provide support for promotional activities including CPIT tours, open days and public displays as required.</li> <li>• To work co-operatively with members of the wider division.</li> <li>• Contribute to Institutional planning activities as appropriate.</li> </ul>
Systems usage	<ul style="list-style-type: none"> <li>• Maintain a working knowledge of all computer packages relevant to the position.</li> <li>• Adopt new technologies where appropriate.</li> </ul>

## APPLICATION DETAILS

Applications for appointment are accepted through our online recruitment system.

***Applications Close  
Tuesday 26 October 2010***

## NOTES:

*The successful applicant is required to commit to CPIT's staff profile which encompasses foci on students, learning and teaching, innovation, flexibility and continual learning, research, biculturalism, internationalization, disability awareness, environmental awareness and sustainability, health and safety and IT literacy.*

*All of the information provided above is intended to describe the general nature and level of work being performed. This document is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time, the incumbent will be required to accept and carry out other relevant duties as assigned by their Manager.*

*The standard online application provides the Institute with a common set of information about each candidate but applicants should not limit themselves to that form. Personal applications set out in the applicant's own style including a curriculum vitae and particular references to the job description and personal profile are welcomed. CPIT reserves the right not to appoint or to appoint by invitation in the event the recruitment process is deemed to be unsuccessful.*

## **FOR YOUR INFORMATION**

### **1. Staff Appraisal**

CPIT has in place a negotiated system of staff appraisal in relation to job performance, safe work practices, and the criteria outlined in the CPIT Employee Profile.

### **2. Professional Development**

CPIT is a learning organisation where professional development is supported. Staff are asked to develop a professional development plan with their Manager and time is provided to achieve the plan.

### **3. CPIT Profile**

For CPIT to develop and prosper, all staff are expected to demonstrate a range of skills, knowledge and attitudes that contribute positively to the organisation's fundamental purpose which is to provide quality learning for students. We have an integrated approach to defining, describing and developing a positive learning culture among staff and we align this approach at all levels to the mission, values, goals and strategic direction of the institution.

### **4. Health and Safety**

Applicants for positions are asked to declare any relevant health related needs or issues on the Confidential Information form provided to Human Resources with your application for appointment. This information is not used for short listing but we do expect you to discuss your needs as part of the interview process or when accepting an offer of employment where this is relevant. Confidentiality is assured and applicants will not be differentiated on the basis of disabilities or health requirements unless these tender applicants unable to undertake the task requirements. Employees may be required to undertake a health check where baseline data is needed for specific positions. E.g. a hearing test for those involved in engineering workshops.

### **5. Employment Terms and Conditions**

Appointment is within the terms of employment law and the TIASA Collective Employment Agreement. For the first 30 days of employment CPIT is legally required to employ staff on the terms and conditions of the TIASA Collective Agreement which covers the position offered. If the staff member joins the TIASA union the terms of the collective document continue to apply; should he/she decide not to join the union, the staff member remains on an individual agreement and we may mutually agree to terms after the 30-day period expires.

CPIT's Allied Staff Collective Employment Agreement (01 July 2010 — 30 June 2011) will be offered in the List instance. A job evaluation system is used to determine the grade and therefore the salary range for this position. It is usual to appoint at the lower end of the appointment range specified in the position description.

### **6. Equal Opportunities Employer**

CPIT is committed to equality and diversity and makes a determined effort to develop an inclusive environment to achieve a balanced gender representation and increase the number of Maori and other underrepresented groups on staff. We are an active provider of opportunities for differently abled people and recognise that all staff, are not only our employees, but have multi faceted lives that from time to time may require flexibility from CPIT to assist in meeting their other commitments.