

## JOB DESCRIPTION

### Education Services Division



### Enrolment Support Representative – International

- Position:** This is a fulltime, 37.5 hours per week, 7.5 hours per day position. Normal hours of work are within the hours of 8am to 6pm, Monday to Friday, however during busy periods there will also be duties required outside of these hours.
- Grade:** Grade 4; Salary range \$36,393 to \$42,816

## BACKGROUND INFORMATION

Christchurch Polytechnic Institute of Technology is one of Christchurch's four major tertiary institutions and is located in the central city with a number of additional satellite campuses. It is the largest South Island Polytechnic and one of the biggest in New Zealand.

The Institution welcomes approximately 30,000 student enrolments each year as full and part time, domestic and international, professional, paraprofessional and trades focused. Over 2000 staff teach and support learning in a wide range of vocational programmes varying from degrees, graduate diplomas, diplomas and certificates to short term modules, night classes and courses customised for business clients.

A challenging education environment demanding responsiveness to the needs of students and employers makes Christchurch Polytechnic dynamic and an engaging place in which to work.

## INTRODUCTION

The Enrolment Support team forms part of the Information and Enrolments team which sits within the wider Registry Team. The Enrolment Support team is responsible for providing high levels of customer service to both internal and external customers. These include current and potential students and the service may be either face to face, over the phone, via mail or e-mail. High customer service standards ensure that quality, timely and appropriate advice and service is provided and that customers are provided with all the information they need to make the decision to study at CPIT.

The role of the International team is to undertake a range of customer service and administrative activities which provide support to the enrolment and recruitment processes thus helping to ensure the delivery of high quality customer service primarily for International students, however, it is expected that they will assist the wider Information and Enrolments team when required.

## PRIMARY OBJECTIVES

- Develop and maintain an expert knowledge of Immigration NZ policies & procedures, including processing of visa applications
- 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
- Manage own caseload of International applications
- Develop and maintain an expert knowledge of regulations around enrolment of international students
- To provide a proactive, effective and efficient information, advice, admission and enrolment service.
- To proactively promote CPIT programmes, courses and services through the provision of accurate and thorough course advice.
- To proactively assist students in making appropriate choices about their study options.
- To provide compliant, efficient and accurate administration of all students' admission, enrolment and registration issues.
- To provide outstanding communication and a timely, polite and friendly service to all customers.
- To work closely with the International Services team and Education Account Representatives to ensure the optimisation of student recruitment opportunities.

## PERSONAL PROFILE

### Skills and Experience

- Experience in a complex, busy, customer focussed environment
- Expertise in the processes, criteria and requirements for the admission of international students
- High standard of work quality and output with speed, accuracy and attention to detail when handling complex processes.
- Excellent oral, written and interpersonal communication skills.
- Excellent organisational and time management skills eg used to managing large volumes in an efficient and effective manner
- Sound organisational and time management skills.
- A strong customer service background with a commitment to the provision of an excellent service and ethical sales skills.
- Ability to communicate with a wide variety of people including those for who English is a second language.
- Competence and confidence in using an appropriate range of computer systems. Database experience preferred.
- An understanding of financial documents and the ability to process accounting transactions.
- The ability to understand and analyse reports and make recommendations when appropriate.

### **Personal Strengths**

- Strong customer focus with a demonstrated ability to provide excellence in customer service.
- A proven ability to understand and work within a case management framework.
- High levels of speed and accuracy in administrative activities including data entry.
- The ability to speak a second language is desirable.

### **Abilities**

- Ability to tolerate interruptions; work to deadlines and use own initiative.
- Ability to maintain confidentiality at all times.
- Ability to maintain performance under pressure.
- Process focussed with the ability to concurrently manage tasks at different stages in the process
- Ability to relate with empathy to a broad range of people from different ethnic groups and cultural backgrounds.
- Willingness to contribute to a multifunctional team to achieve team goals.
- Flexibility in order to meet the challenges of a role in a dynamic environment and to work additional hours in peak periods.
- A commitment to active and continuous improvement.
- Willingness to commit to CPIT staff profile which encompasses bicultural, international, disability and environmental awareness; and a focus on students, teaching and learning.

## **RESPONSIBLE TO**

Information and Enrolments Manager through the team leader

## **RELATIONSHIPS WITH**

- Students, prospective students, student's families and workplaces
- Team Leaders
- Information and Enrolments Team
- International Services Team
- Faculty and divisional staff
- Agents, staff of other institutions and government agencies.

## **KEY TASKS**

### **Customer Service**

- Develop and maintain an expert knowledge of all international admission and enrolment procedures.
- In all duties comply with relevant legislation, regulations and CPIT policies and procedures
- Establish a personal service approach to both internal and external customers.
- Assess previous level of study and experience of students and make recommendations to faculties around the appropriate programme for the student and their ability

- Complete and provide appropriate advice regarding the international admission and enrolment process
- Continuous improvement of:
  - Information provided to students
  - Processes for admission and enrolment
  - Relationship building
  - Service standards
  - Documentation
  - Meeting of compliance regulations
  - Admissions requirements
  - Knowledge of overseas qualifications including NARIC database
- Work proactively with faculties to monitor entry requirements and compliance with those requirements.
- Proactively work with the other Information and Enrolment staff and faculties to ensure service standards and levels are met.
- Maintain a working knowledge of all services available at CPIT and where appropriate refer students to these services.
- Provide accurate, appropriate and timely information to other CPIT staff.
- Provide advice and assistance to students with regards to CPIT's preferred insurance provider.
- Processing applications for the renewal of NZIS student permits in compliance with NZIS regulations.

### **Team-work**

- Operate as a team member with regard to information sharing and training.
- Undertake tasks and share responsibility for a range of duties within the International team as well as the wider Information and Enrolments team.
- Provide support for promotional activities including CPIT tours, open days and public displays as required.
- Work co-operatively with members of the wider division.
- Contribute to Institutional planning activities as appropriate.
- Assist in the planning and development of new strategies to ensure that CPIT meets targets.

### **Presentational and Communication**

- Communicate effectively with customers, team-members and other CPIT staff.
- Represent CPIT professionally.
- Maintain a neat, tidy and professional appearance.

### **Systems**

- Maintain a working knowledge of all computer packages relevant to the position.
- Adopt new technologies where appropriate.
- Maintain student records with up to date information and data.
- Assist in the development, testing and maintenance of computer systems.

### **Other**

- Other duties may be those outlined in Appendix A
- Any other duties as may be reasonably required by the Information and Enrolments Manager.
- Undertake other administrative duties and activities associated with the admission and enrolment of students.

### **APPENDIX A**

- Act as liaison person for CPIT's preferred insurance provider
- Act as liaison person to faculties for group programmes
- Act as liaison person for INZ
- Act as liaison person for Custom House
- Complete validation process and send files to INZ for the renewal of student permits

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## **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.

## 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 shortlisting 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 render applicants unable to undertake the task requirements. Employees may be required to undertake a health check where baseline data is needed for specific positions. Eg 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 April 2007 – 31 March 2009) will be offered in the first 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.

## APPLICATION DETAILS

Applications for Appointments – Allied Staff forms must be marked:

**Customer Services Representative**

**Ref No: DR 3189**

Applications should be addressed to:

Senior HR Advisor

Christchurch Polytechnic

Institute of Technology

PO Box 540

**CHRISTCHURCH**

Email: [hr@cpit.ac.nz](mailto:hr@cpit.ac.nz)

Phone: 03-9408623

Fax: 03-9408616

And forwarded in person, post, email or fax.

***Applications close  
Thursday 24 April 2008***

*The standard application form provides the Polytechnic with a common set of information about each candidate, but applicants should not limit themselves to that form. Personal applications set out in the applicants own style including a curriculum vitae and particular references to the job description and personal profile are welcomed.*