

POSITION DESCRIPTION

BE WHAT YOU WANT TO BE

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International Student Ambassador – HEW 1 International Directorate

Position Number/s	TBA
Position Status	Casual
Position Supervisor	International Marketing Communications and Acquisition Coordinator
Number of Positions Supervised	Directly: Nil Indirectly: Nil

You will:

Under the direction of the International Marketing Communications and Acquisition Coordinator, and in consultation with the International Marketing Communications team, you will be the 'face' of CQUniversity. You will be responsible for sharing your student experiences with future students, alumni, industry representatives and the wider community, positively promoting CQUniversity to these stakeholders.

Please note: CQUniversity Student Ambassadors will not be expected to attend any event or activity that conflicts with lectures, tutorials and class time; however it is expected that other commitments should be organised around your Student Ambassador commitments. Unreasonable expectations will not be placed on you during the examination period and the lead up to exams. You may be required to attend some events during University holidays and weekends.

You are responsible for:

- Actively participate in and assist with Student Marketing by sharing your experience at events such as open days, careers expos, information evenings, school visits, campus tours and other events as directed.
- Posting on the student discussion boards/ blogs/ social media pages at regular intervals as directed.
- Positively promote CQUniversity to all internal and external stakeholders.
- Document your university experience in publications developed by the International Marketing Communications Team.
- Standard administrative tasks, record management and data entry.
- Providing a high level of customer service whilst providing straightforward and routine information to others.
- Use judgement and independence to resolve routine and simple problems.

Selection Criteria

Incumbents will need to exhibit the knowledge and educational requirements, skills and experience requirements, critical capabilities and motivational and job fit attributes required for the position.

Applicants, please provide detailed examples of how you exhibit the knowledge and education, skills and experience, critical capabilities and motivational and job fit attributes required for the position when preparing your responses to the selection criteria. Please refer to Job Application Form for instructions on how to respond to selection criteria.

Knowledge and Education	Skills and Experience
<p>Essential</p> <ul style="list-style-type: none"> • Knowledge and proficient in the use of information systems, web browsers, email software, Microsoft software or similar, customer relationship systems and Quality Standards in order to achieve successful outcomes. • Must be an international student currently enrolled at CQUniversity. (Deferred students may also be considered at the discretion of the University.) • Minimum one year of study at CQUniversity within your chosen field. 	<p>Essential</p> <ul style="list-style-type: none"> • Outstanding oral and written communication skills and administrative experience with a demonstrated commitment to continual improvement, innovation and learning to achieve goals. • Excellent customer service skills and an understanding of the needs of a culturally diverse university community. • Demonstrated ability to develop, maintain and liaise effectively with colleagues and clients from all levels and backgrounds and deliver a responsive customer service. <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated involvement with and/or contribution to CQUniversity, your school or local community.
Critical capabilities	Motivational and Job Fit Attributes
<p>Achieves results</p> <ul style="list-style-type: none"> • Adopts a positive attitude and embraces challenges. <p>Engages and connects</p> <ul style="list-style-type: none"> • Provides consistent, professional and quality service in line with CQUniversity objectives to students and internal and external contacts. <p>Personal drive and integrity</p> <ul style="list-style-type: none"> • Gets on with the job and has pride in their work; approaches work with a positive attitude is open and receptive to feedback. <p>Shapes the future</p> <ul style="list-style-type: none"> • Aware of the services delivered by CQUniversity and the stakeholders who access them. <p>Communicates with influence</p> <ul style="list-style-type: none"> • Cooperates with others, shares relevant information and seeks information from others as required. 	<p>This position would suit someone who gains job satisfaction from:</p> <ul style="list-style-type: none"> • Diversity in the workforce. • Collaborating and cooperating with other departments to achieve positive business outcomes. • Continuously improving and exploring new ways to do their job successfully. • Striving to understand and meet customer expectations and satisfaction. • Performing clearly defined and repetitive work tasks within established procedures. • Working within carefully documented policies, procedures and other rules for doing business.

Other job requirements

- C Class Drivers Licence
- CQUniversity International Student Ambassadors will not be expected to attend any event or activity that conflicts with lectures, tutorials and class time; however it is expected that other commitments should be organised around your Student Ambassador commitments. Unreasonable expectations will not be placed on you during the examination period and the lead up to exams. You may be required to attend some events during University holidays and weekends.
- This position requires the incumbent to undertake some manual handling tasks. The staff member is supported through the provision of training and appropriate equipment to undertake such tasks.