

Position Description – Client Services Officer (Arrivals and Program Support)

Updated 8/04/2026

POSITION DETAILS	
College/Portfolio	<i>Deputy Vice Chancellor Students</i>
Organisational Unit	<i>Student Life</i>
Supervisor (Title)	<i>Senior Manager, International Student Services</i>
Classification	<i>Higher Education Officer level 5</i>
Employment Type	<i>Continuing, full time</i>

POSITION SUMMARY
<p>Under general direction, the Client Services Officer (Arrivals and Program Support) provides program support and customer focused service to ensure that the University fulfils its service standards and obligations to international students studying at Flinders University. The role has an emphasis on organising support in arrivals, orientation and social programs for both commencing and continuing international students.</p> <p>The position is a part of a broader Client Services function that plays a key role in providing front-line client services to international students in facilitating the effective integration of commencing and continuing international students and their families into Flinders University and wider community.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> • demonstrate commitment to the University's values of Integrity, Courage, Innovation and Excellence • demonstrate consistent alignment with the University's strategic priorities through daily decisions, teamwork and behaviours that reinforce the strategic intent. • contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; • promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; • perform their responsibilities in a manner which reflects and responds to continuous improvement; and • familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies.

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In addition, it is a requirement of this position that the incumbent maintain a current Working With Children Check which is satisfactory to the University in accordance with the Child Safety (Prohibited Persons) Act 2016 (SA).

A Nationally Coordinated Criminal History Check which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.

KEY POSITION RESPONSIBILITIES

The Client Services Officer (Arrivals and Program Support) is accountable for:

1. Taking responsibility for the arrival, orientation and social programs for commencing and continuing international students including but not limited to:
 - Organising the arrivals teams service by selecting, training and directing the arrivals team for airport pick up, city and campus tours;
 - Managing all information, databases, bookings, finance, program planning and communication that relate to commencing international student arrivals;
 - Providing administrative and program support for orientation and social program related activities.
2. Contributing to the use, and where appropriate enhancement, of related systems and reporting for international students and program support that result in:
 - Effective operating and information management systems which ensure that the services provided to clients operate at the highest possible levels of effectiveness, efficiency and responsiveness and in keeping with contractual obligations and University policy and procedures;
 - Efficient maintenance, retrieval and provision of relevant records, statistics and communications with international students, faculty staff and other stakeholders to meet performance or reporting requirements; and
 - Use of new technologies and systems to support internal processes and maintain effective and efficient relationships with international students and their agencies;
 - Effective financial management of international student service team financial transactions and reconciliations.
3. Implementing initiatives that effectively link Client Services functions to the case management undertaken by the International Student Advisors including but not limited to support that covers monitoring and advice on the adherence to risk management and program level compliance with established University level guidelines and procedures.
4. Working collaboratively with other Client Services staff in the International Student Services team to provide effective and consistent client and customer focused services to international students. This includes front counter/reception responsibilities.
5. Working collaboratively with other Client Services staff in the Marketing and Recruitment teams where support may be provided in managing admissions processes or recruitment advice associated with international students.
6. Taking initiative and provide administrative support to other team members as required.
7. Any other responsibilities in line with the level of the role as assigned by the supervisor and/or the University.

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KEY POSITION CAPABILITIES

- Completion of a degree qualification and/or an equivalent combination of experience and/or education and/or training.
- Demonstrated commitment to achieving high level customer service standards and experience in the provision of relevant and accurate information to clients.
- Demonstrated experience working with students, including a demonstrated understanding of other cultures and ability to communicate in a cross-cultural working environment.
- Demonstrated organisational ability and initiative including experience in work planning and prioritising to meet deadlines and managing the demands of a complex team environment.
- Well-developed interpersonal and oral communication skills that contribute to effective team processes and build constructive relationships.
- Demonstrated computing and administrative skills including data entry, word processing and developing and maintaining electronic and paper based administrative systems, with a commitment to attention to detail, efficiency and accuracy.
- Effective budgeting skills or experience in undertaking financial transactions and/or reconciliations.
- Knowledge of University program structures, academic policies and procedures, and ability to interpret and apply University and government policies and procedures.
- Demonstrated effective analytical and written communication skills including the ability to present and interpret data.
- Experience working in a support/advisory environment including demonstrated ability to effectively deal with sensitive and complex matters on behalf of clients.
- Knowledge of the University's internationalisation strategy.
- Knowledge of a language other than English.

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