

Position Description – Course Advisor (Flinders Online)

POSITION DETAILS

College/Portfolio	<i>Portfolio Deputy Vice-Chancellor (Students)</i>
Organisational Unit	<i>Student Recruitment</i>
Supervisor (Title)	<i>Contact Centre Manager</i>
Classification	<i>Higher Education Officer level 4</i>
Employment Type	<i>Continuing, Full Time</i>

POSITION SUMMARY

The Course Advisor (Flinders Online), working under routine to general supervision, provides quality, student-centred advice and support to prospective domestic students exploring study options across our suite of Flinders Online course offerings.

This role supports both inbound and outbound recruitment activities, offering guidance on entry requirements, admission pathways, and course information across all courses related to Flinders Online.

As part of the central Office of Student Recruitment, the Course Advisor plays a key role in developing and delivering targeted recruitment, conversion, and re-engagement initiatives that support Flinders Online growth and contribute to the University's broader enrolment objectives. The role involves close collaboration with all colleges, the wider student recruitment team, marketing, and admissions staff to ensure consistent, accurate, and timely communication to prospective students.

Due to the cyclical nature of student recruitment, some out-of-hours and weekend work may be required (e.g. Open Days, Offer Rounds, and Orientation). Annual leave may be limited during peak periods, typically December–March and June–July.

UNIVERSITY EXPECTATIONS AND VALUES

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:

- demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred;
- 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 *Work Health and Safety, Injury Management and Equal Opportunity* policies.

A Nationally Coordinated Criminal History Check (NCCHC) 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 Course Advisor (Flinders Online) is responsible for providing customer service across multiple communication channels, ensuring enquiries and follow-ups related to Flinders Online courses and study pathways are managed efficiently and accurately.

Responsibilities include:

- Providing information and advice to prospective and current students via:
- Inbound and outbound telephone calls
- Case-managed email enquiries and follow ups
- In-person recruitment events (e.g. Open Days, campus tours, expos)
- Offering tailored advice for Flinders Online programs, entry requirements, pathways (including TAFE and postgraduate progression), and transfer options.
- Building specialist knowledge for all Flinders Online course offerings, admission criteria, and key recruitment drivers.
- Maintaining accurate and timely records of interactions in the University's CRM system.
- Ensuring consistent alignment with the University's Admissions Policy and Procedures.
- Contributing to the creation and updating of knowledge base content and recruitment resources.
- Supporting the execution of college-specific conversion and re-engagement campaigns, in collaboration with marketing and admissions teams.
- Assisting with data capture and reporting to track prospective student engagement and conversion performance.
- Undertaking other responsibilities commensurate with the classification and duties assigned by the Supervisor or the University.

KEY POSITION CAPABILITIES

- Completion of a Diploma or equivalent and experience in a related area or an equivalent combination of relevant experience and/or education/training.
- Experience in a busy front-line contact centre service environment with demonstrated commitment to providing outstanding service to clients.
- Demonstrated ability to adapt to change, contribute positively to continuous improvement initiatives, and remain flexible in a dynamic and evolving work environment.
- Effective interpersonal and communication skills, including effective verbal and written skills with the ability to draft routine documentation, correspondence and interact with a diversity of clients.
- Effective attention to detail and accuracy and an ability to carry out tasks maintaining integrity, confidentiality and sensitivity.
- Ability to work as an effective member of a team as well as independently, with a capacity to plan and prioritise duties and manage time effectively to meet deadlines.
- Well-developed organisational skills.
- Experience working in a university recruitment/admissions environment utilising knowledge of administrative processes and practices
- Experience in the provision of information on courses, application processes, policies and procedures to prospective and current students (desirable).
- Proficiency in working with a complex database system such as student management information system/customer relationship management system (desirable).