

## Campus Manager Wanted – Opportunity in Brisbane

The Australian Learning Group is looking for dynamic and motivated people to join our team in Brisbane. We are a fast growing and vibrant education organisation who is committed to providing high quality education and great service to 2,000 students Australia wide.

### Why work for ALG?

The Australian Learning Group has been educating Australians and International Students for over 30 years. We are passionate about high quality education, practical learning and providing our students with the skills to prepare them for their new career. We operate several accredited colleges including Australian College of Sport and Fitness, NSW School of Massage, Australian College of Dance and 4life College. We deliver nationally recognised training to over 1,400 students per year, across 4 national campuses in Brisbane, Melbourne, Brisbane and Perth.

ALG is value-driven and strives to deliver great service to our clients and a supportive work environment for our staff. Our key company attributes are passion, dedication and hard work while also being supportive and a really friendly down-to earth company. We pride ourselves on our strong team spirit and positive work environment.



### About the role

ALG operates its business using centers of excellence, designed to support the overall running of specific training programs which are held in each campus. The Student Services Team is one of these centers of excellence, responsible for delivering excellent customer service to prospective students and assessing applications received by ALG, ensuring best practices and policies maintained in accepting those applications.

The Campus Manager is responsible for the overall daily management of the Business Unit

Managing a small team of staff, the Campus Manager will ensure high standards of operations for their business unit by undertaking a variety of tasks such as:

- Implement prescribed strategies and procedures to daily operations of the unit in line with government and industry standards
- Monitoring KPIs and results for the unit and make business adjustments accordingly
- Managing customer service standards of self and team
- Manage for constant growth and improvement of the business unit
- Provide regular management reporting of results
- Any other tasks reasonably requested by your manager to support the overall running of the business

### The key selection criteria for this role includes:

- Enthusiasm, adaptability and a 'can-do' attitude.
- A positive outlook.
- Commitment to working in a team.
- Proven experience in a customer service environment. Relevant experience in a similar role in the education, fitness, massage or dance industry is desirable but not essential.
- Exceptional administrative, organisational, communication and customer service skills
- Strong PC skills - especially in Microsoft Office and Gmail
- High attention to detail
- Strong ability to multi-task

- A flexible, helpful, friendly and outgoing personality
- Fluent in written and spoken English
- The ability to speak another language is desirable but not essential
- The successful candidate will be comfortable in the face of adversity

### Why you'll love this job ...

- Enjoy the immense **job satisfaction** that goes hand in hand with this busy, multifaceted role
- **Be valued** as a great team member as you provide exceptional service to students and colleagues
- **Be part of a down to earth, friendly, hardworking team** who take pride in their work
- We allow you to enrol in any of our Fitness, Dance or Massage courses for FREE once you are a member of our team

### Be a part of our Team

Our friendly team ensures a fun, inspiring and fulfilling working environment, with the emphasis on team and support. So come and join us!

If you feel that you have the required skills and knowledge to be part of our team, send your CV with a cover letter which specifically addresses each of the Key Selection Criteria to [kelly.skiba@alg.edu.au](mailto:kelly.skiba@alg.edu.au). Please include your individual working rights including your current visa type and notice period in your application.

