

A large, vibrant photograph of a diverse group of young people, likely students, is the background for the top half of the page. They are all smiling and looking towards the camera. Some are raising their arms in a celebratory gesture. The photo is framed by a white border that has a diagonal cut on the right side.

WE'RE HIRING.

Student Advisor Wanted – Opportunity in Melbourne

The Australian Learning Group is looking for dynamic and motivated people to join our teams in Melbourne. 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 Sydney, Melbourne, Melbourne 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

You will provide a broad range of administration support and customer service to our prospective and current students. You may be required to offer support for a student who has just arrived in the country or for someone who is branching out in a new career. We are looking for someone who is willing and able to:

- Handle enquires from prospective and current students via face to face, email and phone
- Maintain expert knowledge of the educational products within the relevant business unit, and give written and verbal advice to students
- Provide student support and assistance throughout the course

- Manage student records
- Advise on course timetables and general student hand book issues
- Assist with classroom set up
- Provide outstanding customer service and ensure compliance with policies and procedures

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. Please include your individual working rights including your current visa type and notice period in your application.



visit alg.edu.au/career-opportunities/ for more opportunities

