

WE'RE HIRING.

Student Advisor Wanted

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 courses for FREE once you are a member of our team
- Enjoy **free massages**
- Access to **flexible** pay
- Access HeroShop where you can receive **discounts** on everyday products and services such as Woolworths, Event Cinemas, Priceline etc.

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 (if applicable) and **notice period** in your application.

About ALG

Australian Learning Group is a leading provider of accredited vocational education to the international and domestic student markets. Owned by UCW Limited, ALG operates under a number of college brands including Australian College of Sport and Fitness, 4Life College and Australian College of Dance. The business operates nationally with campuses in Sydney, Melbourne, Brisbane and Perth.

About UCW Limited (UCW)

UCW is an ASX-listed entity that owns and operates a portfolio of tertiary education businesses, with a current focus on Health and Community Services related fields of study in both the international and domestic student market. The Company's strategy is to invest in the growth of its existing businesses, through initiatives such as campus and course expansion, while concurrently pursuing accretive acquisitions. The recent acquisition of IKON Institute of Australia broadened UCW's offering into the Higher Education sector. The Board of UCW includes directors with extensive corporate experience and a successful track record in the education sector.

