

# POSITION DESCRIPTION

## POSITION DETAILS

Position Title:	Coordinator – Enrolment and Course Administration (ECA)
Division:	Language Services (LS)
Reports To:	Language Services Team Leader
Responsible to:	General Manager
Location:	Head Office
Date:	January 2022

## MAIN PURPOSE OF POSITION

The Coordinator – Enrolment and Course Administration (ECA) is responsible for coordinating the administration activities of the Language Services programs under the direction of the LS Team Leader. The Coordinator – ECA is the first point of contact for all student and school enquiries and is responsible for the successful enrolment of students in all LS programs.

## KEY ROLES AND RESPONSIBILITIES

- Preparation of school agreements.
- Preparation of Teacher and student documentation (teaching programs, attendance registers, class rolls, scope & sequence, course packs).
- Ensuring the completion of the DEC-Community Languages Out-of-School-Hours funding submission, reports and Minister Awards via the Department's portal.
- Coordinating mail-out of data collection forms to School Principals and collating the DEC funding submission.
- Coordinating mail-out of data collection forms to Co.As.It. teachers and processing data for Italian Government submissions.
- Dealing with customer enquiries regarding LS courses and providing assistance with enrolment processes.
- Creating and maintaining an enquiry and complaints register for recording queries & solutions.
- Activating and maintaining the online enrolment system (OnCourse), the Learning Management System (Totara LMS), Media Library Online (MLOL and Zoom licenses); answering general queries regarding enrolment procedures and coordination of student enrolments (including CELI, CILS and online classes).
- Organisation of free Italian lessons including free playgroups.
- Liaising and negotiating with system contractors (OnCourse, Totara LMS, MLOL, Zoom) regarding ongoing user and administrator support.

- Collecting and checking monthly timesheet reports from teachers and providing accurate information for payroll processing.
- Maintaining up-to-date Teacher and School records (Communication, Reports and Agreements).
- Negotiating and assisting in the process of invoicing schools.
- Checking school invoices for teacher substitution & requesting invoices when we provide substitution.
- Assisting in Language Services events, including teacher in-services, by sending out correspondence, preparing documentation, organising catering and distributing evaluation forms.
- Coordinating the course evaluation process.
- Other duties in line with the philosophy and objectives of Co.As.It. as directed by the LS Team Leader .
- Consistently apply all Co.As.It. policies and procedures in daily work activities and demonstrate an understanding and commitment to EEO, WHS, privacy and confidentiality and to the principles for a culturally diverse society.

## **KEY INTERNAL AND EXTERNAL RELATIONSHIPS**

The Coordinator – Enrolment and Course Administration needs to build extensive networks and strong consultative relationships within the organisation as well as externally with other services.

These relationships include:

- The Head of Education;
- Language Services Team Leader;
- The Co.As.It. Board of Directors, General Manager and management team;
- Staff within the Language Service areas including teaching staff;
- Staff across Co.As.It. generally to work collaboratively and exchange information;
- General Public;

## **DECISION MAKING**

The position is fully accountable for the quality, integrity and accuracy of the advice provided and work performed.

Decisions that can be made by the position holder include:

- Day-to-day decisions relating to the smooth running of the Language programs;
- Content of advice and information provided to Language Services Team Leader.

Decisions that are referred to a supervisor include:

- Strategic decision about projects and establishing priority;
- Any decision which will substantially alter the outcomes, timeframe or funding requirements of individual projects;
- Major policy issues or conflicts arising in the course of work;
- All expenditure;
- Matters requiring submission to the Board of Directors.

## KEY PERFORMANCE CRITERIA

### Broad indicators:

- Be personally guided by the values of the organisation;
- To arrive at work on time and to advise manger/supervisor of lateness or absences as soon as practicable;
- To follow all procedures in relation to health and safety and to view the health and safety of others in the work place as paramount;
- To represent Co.As.It. positively;
- Manager/supervisor kept informed of key issues;
- High-level cooperation with other staff, teams and divisions.

### Position Specific indicators:

- To build and maintain strong relationships within the Language Services Division and clients;
- Language Services program enrolments are processed via the online enrolment system within 48 business hours of first contact;
- All complaints are acknowledged within 24 business hours and complaints resolved as per the Co.As.It. Compliments and complaints Policy and Procedure;
- The data collection and the administrative component of the DEC submission are completed and submitted with all appropriate documentation prior to due date;
- School agreements are finalised by the end of Term 1 each year;

- The data collection and the administrative component of the *Ministero degli Affari Esteri e della Cooperazione Internazionale* (MAECI) submissions are completed and submitted with all appropriate documentation prior to due dates;

**Strategic Plan:**

Further specific key performance indicators will be derived from the strategic plan. These will be set at the commencement of each review period in consultation with the supervisor.

**SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED**

- Demonstrated understanding of Co.As.It.'s role within the community and the functions of each area;
- Excellent oral and written communication in English and Italian;
- Well-developed organisational skills, including a demonstrated ability to work effectively in a busy environment, prioritise tasks and meet strict deadlines;
- Highly-developed computing skills including experience with Microsoft Word, Microsoft Excel, databases, email and the Internet;
- Highly effective interpersonal and communication skills; confident manner and experience in working with the public;
- Consistency, accuracy and accountability in undertaking tasks, and maintaining records
- An ability to show initiative, and to work independently.
- Demonstrated knowledge of administrative processes;
- Ability to meet deadlines on a daily basis and manage competing priorities and tasks;
- Understanding of, and commitment to, WHS, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.

**VERIFICATION**

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

**POSITION HOLDER**

Signature..... Date.....

**SUPERVISOR**

Signature..... Date.....