

## POSITION DESCRIPTION



### SECTION A: Position Context

|                     |                                  |
|---------------------|----------------------------------|
| Position Title      | Officer, Visa                    |
| Position Grade      | E1 - Officer                     |
| Category            | Executive                        |
| Campus / Unit       | Sarawak Campus – Future Students |
| Term of Appointment | Full-time Appointment            |
| Effective Date      | January 2025                     |

### Position Purpose

The primary focus of this position is to proactively assist and support the Assistant Manager, Admissions and Visa to provide information, administrative support to prospective and current students into providing information and assistance to Swinburne Sarawak students, staff and external stakeholders, in relation to the visa information and all other related function.

This position is responsible for providing and ensuring that the functions which include duties listed below are carried out in a highly coordinated, professional and effective manner: -

1. Process new applications and renewals of visa for all students;
2. Update student records in Student Management System;
3. Liaison officer for International and non-Sarawakian student on immigration matters;
4. Prepare reports for both Swinburne and external respective local authority i.e. MOHE and Immigration; and
5. Coordinate any awareness or campaign event(s) on visa related.

At the discretion of Director, Future Students, the position may from time to time, be assigned to perform other functions within the Division as and when required.

The position will work closely with the staff at Swinburne Sarawak and will liaise with staff at other Swinburne campuses to ensure consistency in corporate style and efficient use of resources, as well as with the Immigration Department Malaysia.

### Participation on Committees

The position will be required to participate on relevant committees as and when needed for the efficient performance of duties and as directed by the Assistant Manager, Admissions and Visa; or Director, FS; or by any other person as assigned by an authorised personnel.

### Supervision Reporting Relationships

|                                                   |                                                                                                 |
|---------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <u>This</u> position's supervisor/manager         | Assistant Manager, Admissions and Visa, or any other person as assigned by authorised personnel |
| Other positions reporting to <u>this</u> position | None                                                                                            |

### Location

This position is located at the Swinburne University of Technology Sarawak Campus.

## SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

| KEY RESPONSIBILITY AREAS |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.                       | <b>OPERATIONS AND GENERAL ADMINISTRATION</b> | <p>Assist and support the Assistant Manager, Admissions and Visa to:</p> <ul style="list-style-type: none"> <li>• Administer visa applications for all students.</li> <li>• Contribute to improvement of Visa Unit processes.</li> <li>• Monitor student attendance for reporting to MOHE and immigration.</li> <li>• Manage and maintain proper records for all the paperwork and correspondence relating to the job.</li> <li>• Ensure accuracy, availability and up-to-date students records.</li> <li>• Ensure on time completion of assigned tasks relating to the Unit tasks.</li> <li>• Support the Division in various roles in providing services to the students and staff members.</li> </ul> |
| 2.                       | <b>LIAISON AND INTERACTION</b>               | <ul style="list-style-type: none"> <li>• Work closely with various parties including: <ul style="list-style-type: none"> <li>– Staff within Future Students;</li> <li>– Staff from the Faculties and other administrative Units;</li> <li>– Staff from Melbourne Campus;</li> <li>– Staff from Immigration Office and EMGS (Education Malaysia Global Services); and</li> <li>– Outside agencies on matters relating to Unit activities and functions.</li> </ul> </li> <li>• Build rapport with students when handling their concerns and issues that within Visa Unit jurisdiction.</li> </ul>                                                                                                         |
| 3.                       | <b>POLICY AND PLANNING</b>                   | <ul style="list-style-type: none"> <li>• Implement and ensure compliance with all the policies relating to the area of responsibilities or section.</li> <li>• Assist in the development of policies and regulations relating to the area of responsibilities or section.</li> <li>• Continuous process improvements.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                         |
| 4.                       | <b>CUSTOMER SERVICE</b>                      | <ul style="list-style-type: none"> <li>• Provide fast, efficient, reliable customer service to all members of staff, students and visitors.</li> <li>• Provide accurate information, educating and advising staff members on related policies and procedures.</li> <li>• Be accessible for client enquiries and respond to clients in a timely manner.</li> <li>• Ensure that the Unit's service standards are being observed.</li> </ul>                                                                                                                                                                                                                                                                |
| 5.                       | <b>REPORTS</b>                               | <ul style="list-style-type: none"> <li>• Prepare reports to the Assistant Manager, Admissions and Visa, on all activities undertaken.</li> <li>• Provide accurate information as and when needed by the Management.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6.                       | <b>OCCUPATIONAL HEALTH AND SAFETY (OHS)</b>  | <p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <ul style="list-style-type: none"> <li>• Execute OHS requirements in respective work areas;</li> <li>• Maintain cleanliness, good housekeeping and overall safe work environment; and</li> <li>• Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.</li> </ul>                                                                                                                                                               |
| 7.                       | <b>SWINBURNE VALUES AND CULTURE</b>          | <ul style="list-style-type: none"> <li>• Commit to the Swinburne Values.</li> <li>• Conduct work professionally while demonstrating the Swinburne Values at all time.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 8.                       | <b>OTHER DUTIES</b>                          | <p>Any other duties as and when required and directed by the Assistant Manager, Admissions and Visa; or Director, FS; or by any other person as assigned by an authorised personnel.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the key selection criteria.

| <b>Qualifications:</b> Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position. |                                                                                                                                                                                                                                                                                                                                                | <b>Essential / Highly Desirable / Preferable</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| 1.                                                                                                                                                                                           | a) A Bachelor's degree in any discipline from a recognised institution; or a Bachelor's degree with subsequent relevant experience; or<br>b) A Diploma in a relevant discipline from a recognised institution with a minimum of three (3) years working experience.<br>Fresh Bachelor degree holders in relevant discipline can be considered. | Essential                                        |

| <b>Experience / Knowledge / Attributes:</b> Required by the position to successfully perform the positions key responsibilities. |                                                                                                                                                       | <b>Essential / Highly Desirable / Preferable</b> |
|----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| 1.                                                                                                                               | Pleasant personality with strong customer service focus and able to develop good working relationship with students, staff and external stakeholders. | Essential                                        |
| 2.                                                                                                                               | Excellent interpersonal skills and demonstrated ability to work effectively in a consultative and team environment.                                   | Essential                                        |
| 3.                                                                                                                               | Excellent communication skills, in written and spoken English and Bahasa Malaysia.                                                                    | Essential                                        |
| 4.                                                                                                                               | Demonstrated excellent teamwork and able to work well with staff members from other units to provide the best customer service.                       | Essential                                        |
| 5.                                                                                                                               | Competent with computer skills and knowledge of Microsoft Office software, especially MS Words, MS Excel, and Power Point.                            | Essential                                        |
| 6.                                                                                                                               | Meticulous and have an eye for details.                                                                                                               | Essential                                        |
| 7.                                                                                                                               | Experience in handling jobs related to Visa Services.                                                                                                 | Essential                                        |
| 8.                                                                                                                               | Good organisational, problem solving and analytical skills.                                                                                           | Highly Desirable                                 |
| 9.                                                                                                                               | A sound knowledge of the higher education in Malaysia.                                                                                                | Highly Desirable                                 |