

Information Counter Assistant (City)- Student Casual Position

Position No.

Organisational Unit Administration and Co-ordination

Location RMIT University Student Union City Campus. Position may be required to travel to and work at other Melbourne Campuses when required.

Classification SUE 1.0

Salary \$55,734 full time equivalent + 25% casual loading

Superannuation UniSuper or other as indicated by incumbent

Employment Type Student Casual On Call - On call to fill short term absences of the Student Liaison Officer and during peak periods.

Other Benefits Student Union employees are covered by an Enterprise Agreement.

Current Occupant N/A

Closing Date **5pm Monday 5 February 2018**

Contact For further details and to apply email rusu.jobs@rmit.edu.au or phone Alaina on 99259858 or 99251842.

Advice to Applicants Only current RMIT students can apply.

Applicants must complete the Info Counter casuals application forms AND provide a detailed curriculum vitae by the closing date.

All applications should be sent via email to rusu.jobs@rmit.edu.au by the closing date. **Late applications will not be accepted.**

Working Environment / Important Personal Attributes

This position within RUSU offers a unique and rewarding working environment, whereby elected student representatives are the managers and supervisors. They are elected annually and change each year, hence the position is subject to serving a new 'Student Management' team each year. The elected student representatives are supported by a range of permanent paid professional staff.

Whilst some of the students may lack previous experience, the majority are enthusiastic, keen to learn and be mentored during their term of office. They are not paid staff, but do receive a small honorarium and may need to work part time, in addition to their roles at RUSU and their tertiary studies.

Therefore RUSU staff must have excellent interpersonal skills and enjoy working with young adults in a dynamic, fun and at times busy environment. They must also possess a willingness to share their knowledge and experience to develop and support these young students in their roles as student representatives.

About the RMIT University Student Union (RUSU)

The RMIT University Student Union (RUSU) is the representative body of around 65,000 RMIT University students and is an independent organisation from RMIT University. The Student Union has an annual operating budget of more than \$4 million and employs over 20 paid staff members and 12 student casuals. It is governed by 25 elected student office bearers, most of who receive an honorarium. RUSU's main offices are located in the CBD; however we operate offices and provide services on outlying campuses in Bundoora and Brunswick.

The RMIT University Student Union represents students' interests and undertakes a vast range of activities that enhance and foster an active and informed student life on campus. This is done through:

- The provision of student information and referral services
- Undertaking campaigns, education and training programs, forums and workshops, including the promotion of student welfare and advocacy and student complaint resolution
- Providing a diverse range of social and cultural activities, such as Orientation and Re-Orientation, lunchtime and night time activities
- Coordinating a wide range of student clubs and offering a variety of accredited training courses
- Providing a professional accredited volunteer program for RMIT students
- Operating RUSU Realfoods - vegetarian and vegan, organic and fair-trade cafés
- Producing a number of student publications, operating a television station, and maintaining a website/social media presence.

All staff and student representative positions are required to operate within the parameters of the Student Union Constitution, Regulations, Policy and the staff Enterprise Agreement. All staff are supervised and directed by the annually elected student representatives.

About the RMIT Student Union, City Campus

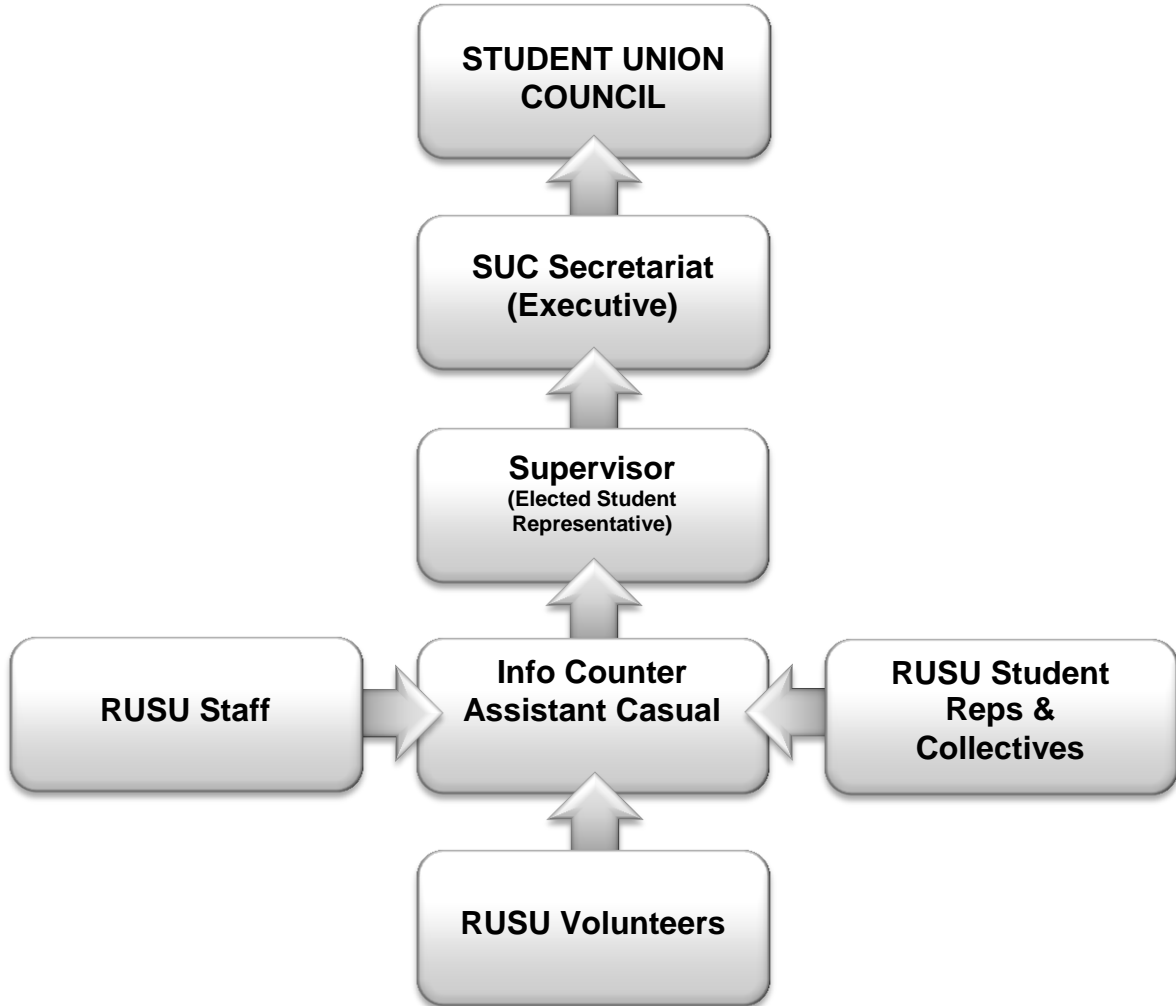
The Student Union's presence on the City Campus (Bld 5, 57 and 10) is significant. This campus is the base of operations for RUSU and is RMIT's most populated campus. As such, the number of events and services offered by RUSU on the city campus is greater than what is offered on the other RMIT campuses. The services include:

- 2 RUSU Information Counters which are the first point of contact for all student enquiries in relation to RUSU
- Student Rights Service
- Campus activities & events
- Support for Clubs & Societies & RUSU volunteers
- Bookable meeting room spaces
- Women's Room, Queer Room
- Compass Drop-in Centre - a welfare information and referral service
- RUSU Realfoods - an organic, vegetarian, fair-trade café.

.Organisational Unit

The Administration and Coordination Department is an integral part of the day-to-day operations of the Student Union Council offices. The department plays a key role in providing a wide and varied expanse of information and production of publications, not only within the office environment but also towards the whole student body. It is a focal point for communication, coordination and dissemination of information to all departments and students. Being the initial contact point of the organisation enables the department to actively promote the Student Union through front line enquiries, information referral and retail sales

Organisational Chart



1. Position Summary

The Information Counter Assistant casual position shall work collaboratively with the City Campus Student Liaison Officers as a team to provide basic advice and referral to students and support to student representatives and staff in the effective operations of the student union. It is a role that requires the incumbent to work on and prioritise a number of tasks concurrently. The primary function of this position shall be as the first point of contact at the City Campus information counter for individual students, including the provision of support to student volunteers and other operations of the Student Union.

2. Key Responsibilities

The position of Info Counter Assistant (Student Casual) shall work as part of a team and contribute towards the effective operations of the Student Union, primarily as one of the first point of contacts for the City campus information counters.

Contribute to effective first point of contact operations through;

- Reception duties,
- Answering straightforward enquiries regarding the activities and operations of the RMIT Student Union or simple referrals,
- Providing student clubs with basic advice and hire equipment
- The distribution of information and promotional materials for RMIT Student Union and maintaining noticeboards and information distribution points
- Providing a point of sale for RMIT Student Union membership, and event tickets.
- Undertake basic cash handling, and other basic finance procedures as required and under direction from the SLO.

Contribute towards the provision of information and resource support to student groups, Clubs and Societies, volunteers and Student Union staff.

Contribute towards the provision of appropriate support to Student Union events as directed.

Contribute, collaboratively, towards the achievement of the aims and objectives of the Student Union.

Undertaking necessary liaison and administrative tasks as directed by the supervisor.

3. Selection Criteria

3.1 Essential

- Must be a currently enrolled student at RMIT
- Ability to work within a busy information counter and provide information

- Ability to handle cash and other basic financial procedures, under direction, that pertain to working within a retail environment
- Demonstrated ability to be self-motivated and work independently and the ability to integrate that initiative into a team environment
- Ability to learn word processing, email, internet packages, spread sheets and database software
- An understanding of, and commitment to, the principle of student control over student affairs.
- Good verbal and written English communication skills
- An understanding of and empathy for the student experience.

3.2 Desirable

- Familiarity with the tertiary sector, trade union movement or community sector
- Experience as a RUSU volunteer.

4. Special Requirements

Nil

5. Job Complexity, Skills, Knowledge

Level of Supervision, Independence

The incumbent works under the routine supervision of a Student representative as determined by the Student Union Secretariat. Duties of the position are conducted collaboratively with other Student Union staff, particularly the campus SLO.

Problem solving and judgement

The incumbent follows established processes and procedures.

Professional and organisational knowledge

This position requires experience in administrative processes and communication skills.

This position also requires an understanding of the services and functions of the Student Union and relevant student services within RMIT.

Task level

The incumbent operates as part of a team and undertakes a range of straightforward tasks where procedures are clearly established.

This position description is approved by:

Occupant..... Date: N/A

Supervising Body (Secretariat).....Date: 7 December 2016

Staffing Committee.....Date: 7 December 2016

Classifications Committee..... Date: 29 June 2011