



**Program Assistant –**

Student Exchange Australia New Zealand Ltd places the safety and wellbeing of our exchange students as its highest priority. We maintain and continually improve a Quality Management System that complies with the requirements of the International Standard ISO 9001:2008. Our objectives are to:

- deliver a safe, secure and enjoyable experience to student participants
- consistently and efficiently deliver services that comply with confirmed specifications and relevant Child Safety Standards.

The role of Program Assistant is to carry out a wide range of administrative tasks in support of the Program Manager. At all times, staff must operate in accordance with the Child Safety and Quality Management Policy.

**Reports to: Program Manager**

**Key Tasks:**

- Answering telephone calls and providing general advice to clients
- Entering client details on to the database
- Scanning & copying documents and distributing or storing them as required
- Preparation & dispatch of standard letters & emails to clients
- Low level problem resolution
- Liaison with schools in follow up of enrolments or required documentation
- Liaison with families and students in follow up to specific issues
- Monitor the desk when the Program Manager is out of the office

**Required Skills and Experience:**

- Excellent customer service and telephone skills
- Attention to detail
- Good written skills
- Self motivated and ability to work independently
- Strong administrative and computer skills
- Work well under pressure
- Team player

Experience as an exchange student would be highly regarded.

This role is based in our Mona Vale office. An attractive salary package is available for the right person. You will be provided with a comprehensive training program.

	PD – Program Assistant	Effective Date: Dec 2014 Updated: June 2016	Version: 2	Page 1 of 2
	Printed documents are uncontrolled			

## Key Performance Elements

<b>All Staff</b>		
<p><b>Written Communications</b></p> <ul style="list-style-type: none"> <li>Writes clearly and informatively</li> <li>Edits work for spelling and grammar</li> <li>Varies writing style to meet needs</li> <li>Presents numerical data effectively</li> </ul>	<p><b>Oral Communications</b></p> <ul style="list-style-type: none"> <li>Speaks clearly and persuasively</li> <li>Listens and gets clarification</li> <li>Responds well to questions</li> <li>Demonstrates group presentation skills</li> <li>Participates in meetings</li> </ul>	<p><b>Adaptability</b></p> <ul style="list-style-type: none"> <li>Adapts to changes in the work environment</li> <li>Manages competing demands</li> <li>Accepts criticism and feedback</li> <li>Changes approach or method to best fit the situation</li> </ul>
<p><b>Initiative</b></p> <ul style="list-style-type: none"> <li>Volunteers readily</li> <li>Undertakes self-development activities</li> <li>Seeks increased responsibilities</li> <li>Takes independent actions and calculated risks</li> <li>Looks for and takes advantage of opportunities</li> <li>Asks for help when needed</li> </ul>	<p><b>Job Knowledge</b></p> <ul style="list-style-type: none"> <li>Competent in required job skills and knowledge</li> <li>Exhibits ability to learn and apply new skills</li> <li>Keeps abreast of current developments</li> <li>Requires minimal supervision</li> <li>Displays understanding of how job relates to others</li> <li>Uses resources effectively</li> </ul>	<p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>Balances team and individual responsibilities</li> <li>Exhibits objectivity and openness to others' views</li> <li>Gives and welcomes feedback</li> <li>Contributes to building a positive team spirit</li> <li>Puts success of team above own interests</li> </ul>
<p><b>Child Safety and Quality Management</b></p> <ul style="list-style-type: none"> <li>Demonstrates an understanding of regulatory requirements and standards</li> <li>Promotes Child Safety</li> <li>Demonstrates accuracy and thoroughness</li> <li>Displays commitment to excellence</li> <li>Looks for ways to improve and promote quality</li> <li>Applies feedback to improve performance</li> <li>Monitors own work to ensure quality</li> </ul>	<p><b>Attendance &amp; Punctuality</b></p> <ul style="list-style-type: none"> <li>Schedules time off in advance</li> <li>Begins working on time</li> <li>Keeps absences within guidelines</li> <li>Ensures work responsibilities are covered when absent</li> <li>Arrives at meetings and appointments on time</li> </ul>	<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>Displays courtesy and sensitivity</li> <li>Manages difficult or emotional customer situations</li> <li>Meets commitments</li> <li>Responds promptly to customer needs</li> <li>Solicits customer feedback to improve service</li> </ul>
<p><b>Quantity</b></p> <ul style="list-style-type: none"> <li>Completes work in timely manner</li> <li>Strives to increase productivity</li> <li>Works quickly</li> <li>Achieves established goals</li> </ul>	<p><b>Business Ethics</b></p> <ul style="list-style-type: none"> <li>Treats people with respect</li> <li>Keeps commitments</li> <li>Inspires the trust of others</li> <li>Works with integrity and ethically</li> <li>Upholds organizational values</li> </ul>	<p><b>Organization Support</b></p> <ul style="list-style-type: none"> <li>Follows policies and procedures</li> <li>Completes administrative tasks correctly and on time</li> <li>Supports organization's goals and values</li> <li>Respects diversity</li> </ul>