

## Position Description: Student Experience Coordinator

### Description of the role:

AIM Overseas is Australia's leading provider of intensive academic study experiences overseas for Australian university students.

Our mission is to enhance lives through study and travel...because life is either a daring adventure or nothing at all. You can read more about us at [www.aimoverseas.com.au/our-advantage](http://www.aimoverseas.com.au/our-advantage).

We are a close-knit team that loves what we do: sending university students on overseas study programs. We are constantly striving to be the best we can be and to help students have the best possible overseas study experiences.

The Student Experience Coordinator's primary role is working with the rest of the Student Experience Team to manage student enquiries and applications for AIM Overseas' study programs. This will involve close contact with student applicants, particularly speaking with them by phone as part of students' "Initial Consultation" with AIM Overseas. A range of other data management activities using AIM Overseas' customer relationship management (CRM) system and other tech platforms is also a key part of the role.

As a member of a small team, the person will be expected to take on new tasks and to help fill 'gaps' as the need arises.

### Major Tasks/Responsibilities for this role include:

- Liaising with student applicants by phone
- Assisting with student enquiries by phone. Messenger and email
- Assisting with the administration of student applications
- Other administrative office tasks as required

**Reporting:** Reports to the Manager, Student Experience

### Essential skills:

- Alignment with AIM Overseas' values of fairness, innovation, quality and caring for our communities and workmates.
- Demonstrated communication skills – particularly the ability to write well and speak to students on the phone
- Demonstrated organisational and time management skills
- Demonstrated attention to detail
- Proven ability to work to deadlines and to SMART goals
- Ability to work in a small office
- Have an outgoing and pro-active personality

### Desirable skills:

- Knowledge and experience with Microsoft Office
- Overseas study experience
- Work experience



**Location:**

Frenchs Forest, Sydney, NSW

**Package:**

The starting salary for this role is \$40,000. The salary will be reviewed at the end of every calendar year.

Bonuses: At the end of each financial year AIM Overseas may award bonuses based on the company's results and staff performance.

Superannuation is in addition to the salary listed and will be paid at 10%, which is above national standard.

The company offers a range of additional benefits, from education allowances to TEDx tickets, health insurance and an employee share scheme.

**How to Apply**

Email a copy of your resume and a cover letter explaining why you would like this job (and why you'd be good at it!) to [marine@aimoverseas.com.au](mailto:marine@aimoverseas.com.au)  
Applications are open until the position is filled.

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AIM Overseas Mission Statement:

*AIM Overseas' is a dynamic, forward-thinking organisation committed to helping Australians study overseas. AIM Overseas programs and opportunities are high-quality and the organisation is committed to providing the best possible service and experiences to students and partners. The organisation will achieve this by maximising its use of technology, working with the best possible partners and by engaging staff who are proactive and well-rewarded for their work.*

