

A Career that **CHANGES LIVES**

POSITION DESCRIPTION



International Student Ambassador – HEW 1 International Directorate

You will:

As an ambassador, you'll have the opportunity to represent your home country, connect with fellow students, and contribute to the success of marketing and recruitment events on our campuses.

You are responsible for:

- Respond to prospective international students via chat messages
- Post content on student life on-campus and in Australia
- Build ambassador content on website by answering FAQs
- Attend events to help answer questions about basic study and application advice
- Speak at and support recruitment events such as Open Days, fairs, virtual events and agent workshops
- Speak to future students and parents
- Conduct campus tours
- Participate in photo shoots and video projects
- Provide testimonials
- Complete office hours
- Other tasks assigned by the International Directorate
- Engage on our safe and secure chat platform - The Ambassador Platform
- Support our marketing and recruitment activities



Selection Criteria

Incumbents will need to exhibit the knowledge and educational requirements, skills and experience requirements, critical capabilities and motivational and job fit attributes required for the position.

Applicants please refer to the core requirements for the role (tabled below) and prepare a two page summary of how you best meet these requirements.

Knowledge and Education	Skills and Experience
Essential <ul style="list-style-type: none">• Current student or alumnus of CQU• Ability to quickly acquire knowledge of higher education courses and policies and procedures. Desirable <ul style="list-style-type: none">• Fluency in one or more foreign languages other than English.	Essential <ul style="list-style-type: none">• Excellent communication (oral and written) and interpersonal skills that demonstrate a strong focus on the provision of quality customer service.• Comfortable discussing all aspects of student journey to international prospective students and parents.• Proven time management and problem-solving skills with demonstrated initiative and ability to work cooperatively and collaboratively in a team-based work environment.
Critical capabilities	Motivational and Job Fit Attributes
Achieves results <ul style="list-style-type: none">• Respond flexibly to changing circumstances and regularly reprioritise own work. Engages and connects <ul style="list-style-type: none">• Provides consistent, professional and quality service in line with CQUniversity objectives to students and internal and external contacts. Personal drive and integrity <ul style="list-style-type: none">• Gets on with the job and has pride in their work; approaches work with a positive attitude is open and receptive to feedback. Shapes the future <ul style="list-style-type: none">• Aware of the services delivered by CQUniversity and the stakeholders who access them. Communicates with influence <ul style="list-style-type: none">• Structures written and oral communication so it is easy to follow.	This position would suit someone who gains job satisfaction from: <ul style="list-style-type: none">• Diversity in the workforce.• Collaborating and cooperating with other departments to achieve positive business outcomes.• Continuously improving and exploring new ways to do their job successfully.• Striving to understand and meet customer expectations and satisfaction.• Increasing knowledge and skill when circumstances call for additional learning.• Having high responsibility and accountability for completing tasks.

Other job requirements

- This position is offered under a University-approved Graduate Internship program. Candidates must have graduated from CQUniversity within the last two years.