



# Position Description

Position Details			
<b>Business Entity</b>	Kaplan Professional	<b>Department</b>	Operations
<b>Job Title</b>	Student Record Administrator	<b>Location</b>	Sydney
<b>Reports To</b>	Student Administration Services Manager	<b>Direct Reports</b>	0

## Overall Purpose

The Student Record Administrator is responsible for processing all student administration requests across all Kaplan Professional courses.

## Key Responsibilities

- Process all student administration requests across all higher education and vocational education Kaplan products
- Maintain student records and associated procedures
- Review and update associated procedures regularly and contribute to continuous improvements to student records management processes
- Provide accurate information and instructions to other parts of the business to ensure customer requirements and student record standards are met.
- Contribute to a supportive, positive, safe workplace
- Approach your work with integrity and accountability in line with all Kaplan policies and procedures

## Qualifications and Skills

### Essential

- 1-2 years' experience in an administration function in the vocational or tertiary education sector
- Advanced knowledge of Salesforce and Learning Management Systems such as Moodle.
- Good reporting and data analysis skills
- Excellent attention to detail with accurate data entry skills
- Able to read and interpret data and action Salesforce audit reports
- Ability to manage work volumes in a fast paced environment
- Ability to work both independently and as part of a team
- Able to adapt to new and changing technology

### Desirable

- A good understanding of the qualification verification process across various providers
- An understanding of the financial services industry

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_

Manager Signature \_\_\_\_\_

Date \_\_\_\_\_