Position Description

Information Counter Assistant: Bundoora East Student Casual Position
RMIT Student Union

<table>
<thead>
<tr>
<th>Position No:</th>
<th>TBD</th>
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<tbody>
<tr>
<td>Organisational Unit:</td>
<td>Administration and Coordination</td>
</tr>
<tr>
<td>Location:</td>
<td>RMIT Student Union. Bundoora East Campus</td>
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<td></td>
<td>Position may be required to travel to and work at other Melbourne Campuses when required.</td>
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<tr>
<td>Classification:</td>
<td>SUE 1</td>
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<tr>
<td>Salary:</td>
<td>$50,608 full time equivalent + 25% casual loading</td>
</tr>
<tr>
<td>Superannuation:</td>
<td>As indicated by incumbent</td>
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<td>Employment Type:</td>
<td>Student Casual</td>
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<td>Other Benefits:</td>
<td>Student Union employees are covered by an Enterprise Bargaining Agreement and are members of the National Tertiary Education Union.</td>
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<tr>
<td>Current Occupant:</td>
<td>nil</td>
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<td>Contact:</td>
<td>For further details and to apply email <a href="mailto:rusu.jobs@rmit.edu.au">rusu.jobs@rmit.edu.au</a> or phone Amber on 99259478 or 99255004</td>
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**Closing Date:** Applications close 5pm Sunday 16 February

**Advice to applicants:** Applicants must address the selection criteria and provide a detailed curriculum vitae by the closing date. Please include the names, phone numbers and email addresses of two referees in your application.

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

Specify ‘Bundoora Info Counter Casual’ in the email subject.
About the RMIT Student Union

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. RUSU has an annual budget of around $2.5 million and employs over 20 paid staff members and 25 elected student office bearers who form the governing body known as the Student Union Council. RUSU main offices are located in the CBD, however we operate offices and provide services on outlying campuses in Bundoora, Brunswick and Carlton.

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 - an organic and fairtrade café
- 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 Bargaining Agreement. All staff are supervised and directed by the annually elected student representatives.

About the RMIT Student Union, Bundoora Campuses

The Student Union’s presence on the Bundoora campuses continues to grow. RUSU offers a full range of services at Bundoora West including:

- A RUSU information Counter which is 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
- Womyn’s Room, Queer Room and Post grad lounge
- Student kitchen, free breakfast program and snack break tea and coffee facilities

As part of the Bundoora East Rejuvenation Project, Semester 2, 2013, will see RUSU open an office, information counter and a RUSU student lounge space at Bundoora East in building 254 and a Womyn’s room in building 251. The RUSU info counter will be staffed be student casual Information Counter Assistants with support from Bundoora West based permanent RUSU staff. Student Rights, Clubs & Activities staff will periodically work at Bundoora East to deliver events or provide outreach services.

Organisational Unit

The Administration and Coordination Department is an integral part of the day-to-day operations of the Student Union Council offices. It consists of 3 campus-based Student Liaison Officers, the Bundoora East student casuals and an Administration Coordinator. The department plays a key role in providing a wide and varied expanse of information 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.

The Bundoora East Student Casuals staff the Information Counter and are the first point of contact for student enquiries and provision of services. It is the primary RUSU staff role located on the Bundoora East campus. While the Student Casuals often staff the counter alone, Bundoora West based staff from Clubs and Societies, Sponsorship and Events and Student Rights periodically work at Bundoora East. The Bundoora East student casuals will receive support from the Bundoora West Student Liaison Officer and RUSU Administration Coordinator.

Organisational Chart
1. Position summary

The Information Counter Assistant Bundoora East casual positions shall work collaboratively with the Bundoora Campus Student Liaison Officer to provide basic advice and referral to students and support to student representatives and staff in the effective operations of the student union generally and particularly at Bundoora. 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 for students and RUSU at the Bundoora East Campus information counter and RUSU Student Lounge. The role also involves assisting with the delivery of small scale outreach and events at Bundoora East organised and coordinated by other RUSU departments and staff.

2. Selection criteria

2.1 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.
Good verbal and written English communication skills.

Demonstrated ability to be self motivated and work independently and the ability to integrate that initiative into a team environment.

Demonstrated computer skills including word processing, basic spread sheets, email and internet, using industry standard applications

An understanding of, and commitment to, the principle of student control over student affairs.

Certified training in Food Handling Safety, and First Aid, or willingness to obtain certification in these areas if offered the position

2.2 Desirable

Familiarity with student unions, trade union movement or community sector.

Previous experience as a RUSU volunteer

Current Victorian Driver’s License

3. Special requirements

Nil

4. Key responsibilities

The position of Info Counter Assistant Bundoora East (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 Bundoora East campus information counter.

Contribute to effective first point of contact operations through;
- reception and related clerical duties,
- answering straightforward enquiries regarding the activities and operations of the RMIT University Student Union and other services for students or provide simple referrals,
- providing student clubs with basic advice and hire equipment
- the distribution of information, games and events equipment, student media and promotional materials for RUSU and other relevant services/organisations
- maintaining internal noticeboards and information distribution points
- providing a point of sale for RUSU merchandise, membership, movie tickets, locker hire and special event and trip tickets.
- undertake basic cash handling, and other basic finance procedures as required and under direction from the SLO.
- making student rights appointments as per established processes
- guiding people in using building 254 and its facilities and reporting maintenance issues.

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

Contribute towards the provision of student rights information and referral.

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

5. Job Complexity, Skills and Knowledge

RMIT Student Union
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: New Position.......................................................... Date: NA
Supervising Body (Secretariat)..............................................Date: 11 July 2013
Staffing Committee:.............................................................Date: 7 July 2013
Classifications Committee: ..................................................Date: July 2013