## Position Description

### Information Counter Assistant: 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. 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 1.0</td>
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<tr>
<td>Salary:</td>
<td>$50,608 full time equivalent + 25% casual loading</td>
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<tr>
<td>Superannuation:</td>
<td>As indicated by incumbent</td>
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<tr>
<td>Employment Type:</td>
<td>Student Casual On call - On call to fill short term absences of the Student Liaison Officer and during peak periods.</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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<tr>
<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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<tr>
<td>Closing Date:</td>
<td>Applications close 5pm Sunday 16 February</td>
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**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 ‘City Info Counter Casual’ in the email subject.
About the RMIT Student Union

RMIT University has a multitude of campuses encompassing both TAFE and Higher Education components across a growing range of disciplines.

The Student Union is the representative body of around 65,000 RMIT University students. The Student Union Council is the governing body of the Student Union. The SUC has offices at the CBD, Carlton, Brunswick and Bundoora Campuses. The Student Union has an annual budget of around $2.5 million and employs over 20 paid staff members, 10 student casuals and 25 elected student office bearers, most of who receive an honorarium.

The 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, and a Welfare Drop in Centre
- Undertaking campaigns, education and training programs, forums and workshops, including the promotion of student welfare and rights and student complaint resolution
- Providing a diverse range of social and cultural activities, such as Orientation and Disorientation, lunchtime and night time activities
- Coordinating a wide range of student clubs
- Operating an Organic and Fairtrade Café
- Producing a number of student publications, operating a television station, and maintaining a website
- Student initiated programs and projects including the Furniture Cage.

All staff positions are required to operate within the parameters of the Student Union Constitution, Regulations and Policy. All staff are supervised and directed by annually elected student representatives.

About the RMIT Student Union, Swanston Street Campus

The Student Union’s presence on the Swanston Street Campus is significant; this campus is the base of operations for RUSU and is RMIT’s most populated campus. As such, the number of events and services offered by RUSU on the city campus is greater than what is offered on the other RMIT campuses including Bundoora, Brunswick and Bourke Street. The services include:

- A RUSU information Counter which is the first point of contact for all student enquiries in relation to RUSU
- Bookable meeting room spaces
- Womyn’s Room, Queer Department Room,
- Offices for elected student representatives and city-based RUSU staff including finance department, Student Rights Officers, Activities and Club staff, Communications and Administration staff.
- Compass Drop-In Centre – a welfare information and referral service
- RUSU Realfoods – an organic, vegetarian, fair trade café that operates out of a shop-front in the cafeteria.

The Swanston Street Campus information counter is the busiest information counter that RUSU operates.

Organisational Unit

The Administration and Coordination Department is an integral part of the day-to-day operations of the Student Union Council offices. The department plays a key role in providing a wide and varied expanse of information and production of publications, 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.
1. Position summary

The Information Counter Assistant casual position shall work collaboratively with the City Campus Student Liaison Officer as a team to provide basic advice and referral to students and support to student representatives and staff in the effective operations of the student union. It is 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 at the City Campus information counter for individual students, including the provision of support to student volunteers and other operations of the Student Union.

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.

Demonstrated ability to be self motivated and work independently and the
ability to integrate that initiative into a team environment.
Ability to learn word processing, email, internet packages, spread sheets and database software.
An understanding of, and commitment to, the principle of student control over student affairs.
Good verbal and written English communication skills.
An understanding of and empathy for the student experience

2.2 **Desirable**
Familiarity with the tertiary sector, trade union movement or community sector.
Experience as a RUSU volunteer.

3. **Special requirements**
Nil

4. **Key responsibilities**
The position of Info Counter Assistant (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 Swanston Street campus information counter.

Contribute to effective first point of contact operations through;
- reception duties,
- answering straightforward enquiries regarding the activities and operations of the RMIT Student Union or simple referrals,
- providing student clubs with basic advice and room booking key distribution
- the distribution of information and promotional materials for RMIT Student Union and maintaining internal noticeboards and information distribution points
- providing a point of sale for RMIT Student Union merchandise and special event and trip tickets.
- undertake basic cash handling, and other basic finance procedures as required and under direction from the SLO.

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.

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

5. **Job Complexity, Skills and Knowledge**

**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: 30/01/2014
Staffing Committee:................................................................. Date: 29/01/2014