

# POSITION DESCRIPTION



## SECTION A: Position Context

<b>Position Title</b>	Officer, Insurance
<b>Position Grade</b>	E1 - Officer
<b>Category</b>	Executive
<b>Campus / Unit</b>	Sarawak Campus - Future Students
<b>Term of Appointment</b>	Fixed-term Appointment
<b>Effective Date</b>	January 2025

### Position Purpose

The primary focus of this position is to proactively assist and support the Assistant Manager, Admissions and Visa to provide information, administrative support to prospective and current students into providing information and assistance to Swinburne Sarawak students, staff and external stakeholders, in relation to student insurance and related functions.

This position is responsible for providing and ensuring that the functions which include duties listed below are carried out in a highly coordinated, professional and effective manner: -

1. Student Insurance Administrator – oversee the renewal, monitoring, claims and cancellation process;
2. Records Accuracy – maintain records of student insurance policies and coverage;
3. Liaison Officer – liaise with insurance providers and stakeholders to ensure comprehensive coverage and assistance is extended to students; and
4. Cross-function assistance – coordinate with Visa Unit with regards to international student insurance.

At the discretion of Director, Future Students, the position may from time to time, be assigned to perform other functions within the Division as and when required.

The position will work closely with the staff at Swinburne Sarawak and will liaise with staff at other Swinburne campuses to ensure consistency in corporate style and efficient use of resources.

### Participation on Committees

The position will be required to participate on relevant committees as and when needed for the efficient performance of duties and as directed by the Executive, Visa; or Assistant Manager, Admissions and Visa; or Director, Future Students; or any other person as assigned by an authorised personnel.

### Supervision Reporting Relationships

This position's supervisor/manager	Executive, Visa; or any other person as assigned by an authorised personnel
Other positions reporting to this position	None

### Location

This position is located at the Swinburne University of Technology Sarawak Campus.

## SECTION B: Key Responsibility Areas

The key responsibility areas (KRAs) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities.

KEY RESPONSIBILITY AREAS		
1.	<b>OPERATIONS AND GENERAL ADMINISTRATION</b>	<p>Assist and support the Assistant Manager, Admissions and Visa to:</p> <ul style="list-style-type: none"> <li>• Administer student insurance renewal, monitoring, claims and cancellation.</li> <li>• Maintain proper records of student insurance policies, insurance coverage, correspondence and all paper works relating to this position</li> <li>• Ensure accuracy and availability of updated records of student insurance related information.</li> <li>• Ensure on time completion of assigned tasks relating to unit/department tasks.</li> <li>• Support the Unit in various roles as and when required in providing services and information to stakeholders.</li> <li>• Ensure compliance with MOHE or any other related bodies requirement and legal regulation related to student insurance.</li> </ul>
2.	<b>LIAISON AND INTERACTION</b>	<ul style="list-style-type: none"> <li>• Work closely with various stakeholders: <ul style="list-style-type: none"> <li>▪ Swinburne Sarawak staff members;</li> <li>▪ Swinburne Australia staff members;</li> <li>▪ Affiliated insurance providers and brokers;</li> <li>▪ Education Malaysia Global Services (EMGS); and</li> <li>▪ External agencies on matters relating to Unit activities and functions.</li> </ul> </li> <li>• Build rapport with stakeholders in regard to their concerns and issues that are within Insurance jurisdiction</li> </ul>
3.	<b>CUSTOMER SERVICE</b>	<ul style="list-style-type: none"> <li>• Provide fast, efficient, reliable customer service and accurate information to stakeholders.</li> <li>• Provide accurate information, educating and advising stakeholders on related policies and procedures.</li> <li>• Accessible for enquiries and respond to stakeholders in a timely manner.</li> <li>• Ensure that the Unit's service standards are being observed.</li> </ul>
4.	<b>REPORTS</b>	<ul style="list-style-type: none"> <li>• Prepare reports to the Assistant Manager, Admissions and Visa on all activities related.</li> <li>• Provide accurate information and reports as and when required by the Management.</li> </ul>
5.	<b>OCCUPATIONAL HEALTH AND SAFETY (OHS)</b>	<p>Assist management in ensuring compliance of all OHS legal and procedural requirements by various stakeholders, including through the following:</p> <ul style="list-style-type: none"> <li>• Execute OHS requirements in respective work areas;</li> <li>• Maintain cleanliness, good housekeeping and overall safe work environment; and</li> <li>• Undertake immediate correction and improvement action on any non-compliance practices, and report all OHS related injuries, ill health or incidents to the OHS section.</li> </ul>
6.	<b>SWINBURNE VALUES AND CULTURE</b>	<ul style="list-style-type: none"> <li>• Commit to the Swinburne Values.</li> <li>• Conduct work professionally while demonstrating the Swinburne Values at all time.</li> </ul>
7.	<b>OTHER DUTIES</b>	<p>Any other duties as and when required and directed by the Assistant Manager, Admissions and Visa; or Director, Future Students; or any other person as assigned by an authorised personnel.</p>

## SECTION C: Key Selection Criteria

Application letters and/or resumes must address the Qualifications and Knowledge/Experience/Attributes sections under the key selection criteria.

<b>Qualifications:</b> Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		<b>Essential / Highly Desirable / Preferable</b>
1.	a) A Bachelor's degree in relevant discipline from a recognised institution, or a Bachelor's degree with subsequent relevant experience; or b) A Diploma with a minimum of three (3) years of relevant work experience. Fresh Bachelor degree holders in relevant discipline can be considered.	Essential

<b>Experience / Knowledge / Attributes:</b> Required by the position to successfully perform the positions key responsibilities.		<b>Essential / Highly Desirable / Preferable</b>
1.	Pleasant personality with strong customer service focus and able to develop good working relationship with students, staff and external stakeholders.	Essential
2.	Polite and courteous to all staff members, students and visitors.	Essential
3.	Excellent interpersonal skills and demonstrated ability to work effectively in a consultative and team environment.	Essential
4.	Excellent communication skills, in written and spoken English and Bahasa Malaysia.	Essential
5.	Demonstrated excellent teamwork and able to work well with staff members from other units to provide the best customer service.	Essential
6.	Familiar with computer skills and knowledge of Microsoft Office software, especially MS Words, MS Excel, and Power Point.	Essential
7.	Meticulous and have an eye for details.	Essential
8.	Good organisational, problem solving and analytical skills.	Highly Desirable