

Position Title	Customer Service Officer
Portfolio	Stakeholder Engagement
Division	Client Services
Department/Cost Centre	Client Services - 05100
Classification	Specialist Staff 2
Position Number/s	101755, 101895, 101753, 101754, 101759, 101894, 101858
Reporting to	Student Admin & Accounts Officer
Supervises	Nil

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none. Our campuses are located in Warrnambool, Portland, Hamilton and Colac, with facilities and services set to expand as the region grows.

Our **Ambition** is to provide future focused education that creates a lifetime of opportunity and employability. Our **Purpose** is to deliver a modern and fresh approach to helping generations develop the skills they need for the futures they aspire to.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

Client Services provides exceptional customer service to our clients, and is the first point of contact for information, advice and assistance on a range of Institute and student administration processes. Information and advice is provided to prospective, present and past students on a broad range of matters from initial enquiry, applications, course admission and enrolment, fees and student finances, through to careers advice and graduation.

Client Services provides a friendly and welcoming environment to students, prospective students, the broader community, South West TAFE staff, and ensures services are delivered efficiently, accurately and in a timely manner.

Position Overview (Your Opportunity)

As one of the first points of contact with South West TAFE, the Customer Service Officer (CSO) fulfils an important public relations and customer service role. The CSO responds to course enquiries, provides course information and discusses details relating to prerequisite requirements, qualifications, and the application and enrolment procedures. There may be a requirement to refer potential students to other relevant staff. The CSO works cooperatively with both internal and external clients and with a range of staff across all campuses.

The CSO is integral to South West TAFE's enrolment process and supports the Manager – Client Services with the planning and implementation of SWTAFE administrative services at each of the relevant campus locations.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation, These accountabilities include but are not limited to:

Your Position

- Provide a range of client focussed information and advisory services including enrolment, eligibility assessment, course information and fee payment options
- Provide accurate and up to date information in relation to the South West TAFE's courses and relevant processes and ensure all enrolment requirements are complete
- Ensure service excellence through setting professional standards and measuring outcomes against them on a daily basis
- Maintaining a polite and considerate approach when dealing with all students, staff, customers and community members
- Keep up to date with relevant information and industry best practice

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seeks appropriate assistance
- Keep up to date with relevant information and industry best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisations Achievement Development Program (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Demonstrated professionalism and excellence in customer service including reception services, cash handling, information provision and the resolution of customer concerns
- Proven verbal and written communication skills, well developed interpersonal skills including the ability to interact effectively with a diverse range of people
- Demonstrated initiative, problem solving skills and attention to detail
- A proactive approach and proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and to prioritise work
- Flexibility in a changing environment & maintaining a detail focus
- A team player who achieves goals whilst utilising an organised and methodical approach to work

Qualifications and Requirements

Mandatory requirements

- Requires completion of a Certificate III (or equivalent) or year 12 and demonstrated relevant experience or equivalent relevant experience. Lesser formal qualifications and relevant knowledge of the job or experience may be considered.
- High level of digital literacy.
- Ability to obtain an Employee Working with Children Check and a satisfactory Police Check

Highly desirable requirements

- A Certificate IV in Business, Business Administration or Financial Services and/or equivalent relevant industry experience. Lesser formal qualifications and relevant knowledge of the job or experience may be considered
- Experience or an understanding in relevant industry software and programs (e.g. Customer Relationship Management systems)

Additional Information

- South West TAFE supports Equal Employment Opportunity and actively encourages Indigenous applicants to apply
- South West TAFE promotes the safety, wellbeing and inclusion of all children including those with a disability
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2016
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager	Amy Silvester	14/05/2020
Approved by	Department Executive Manager	Geraldine Lewis	15/05/2020
P&C review	People and Culture	Lynden Brown	15/05/2020
Agreed by	Incumbent		