

JOB DESCRIPTION

Customer Services Officer

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| Level: | Level 1 |
| Position Number: | 40000468 |
| Location: | Merredin |
| FTE: | 1.0 |
| Division: | Client Experience |
| Branch: | Student Business Systems |
| Agreement: | Public Sector CSA Agreement 2024 (and subsequent agreement/s) |
| Award: | Government Officers' Salaries Allowances and Conditions Award 1989 |

ABOUT THIS POSITION

The Customer Services Officer is the first point of contact for any clients of the College and delivers professional and efficient customer service, as well as providing administrative support for the location and the team. Staff may be deployed within other work areas to meet broader business needs, as and when required.

POSITION'S RELATIONSHIPS

THIS POSITION REPORTS TO:

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| Campus Coordinator | Merredin | Level 3 |
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OTHER POSITIONS REPORTING TO ABOVE POSITION:

Nil

OFFICERS UNDER DIRECT RESPONSIBILITY:

Nil

OUR VALUES

INTEGRITY

We are genuine, honest, and apply high ethical standards.

RESPECT

We treat everyone fairly, valuing the difference between people, taking their preferences into consideration, and acknowledging the rights of others.



COLLABORATION

We work together as a team and communicate openly and honestly with each other. When one does well, we all do well.

INNOVATION

We have a 'can do attitude' and seek solutions that are imaginative, championing flexible thinking and approaches.

COURAGE

We respond to challenges, take appropriate risk and accept responsibility for our actions. We are resilient and positive and show trust in each other.

KEY ROLE INFORMATION

KEY RESPONSIBILITIES OF THE POSITION:

- Provides high quality customer service to prospective and current students, and visitors.
- Responds to enquiries for information, advice and assistance to individuals and groups by telephone, face-to-face, email and online.
- Redirects incoming calls to other areas and staff as appropriate.
- Works collaboratively with internal team members and stakeholders, particularly the Student Business Systems team.
- Processes point of sale transactions, including receipt of monies, collection of student fees and the preparation of daily banking in accordance with current legislation and audit requirements.
- Ensures all advertising material available in the location, is current.
- Performs flag marshal duties as required.
- Maintains stationery and storage areas, as well as receiving, registering and processing mail as required.
- Ensures compliance with WHS and EEO policies and legislation.
- Behaves and formulates decisions in line with the Public Sector Code of Ethics, the College's Code of Conduct and Values.
- Undertakes other duties as directed.

SELECTION CRITERIA

The selection process includes assessing applications against the responsibilities, and the role specific requirements of the position, within the context Personal Leadership and the ability to demonstrate and apply the expected leadership behaviours.

ESSENTIAL:

- Commitment to provide quality customer service to a diverse range of clients.
- Good organisational skills, including the ability to prioritise tasks and meet deadlines.
- Good interpersonal skills, both written and verbal.
- Good computing skills and ability to effectively use various databases, record management systems, spreadsheets and word processing.
- Ability to work in a team environment within a busy administrative office.

DESIRABLE:

- Knowledge of Vocational Education and Training sector.

OTHER REQUIREMENTS

- May be required to work from any College campus.
- Possession of a C or C-A Class Driver's Licence.
- Possession of a current Working with Children Check.
- A successful criminal record screening clearance (Nationally Coordinated Criminal History Check – Department of Education).

CERTIFICATION

The details contained in the document are an accurate statement of the position's responsibilities and requirements.



Joanne Payne
Managing Director

18 February 2025

LEADERSHIP CONTEXT

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

THE LEADERSHIP CONTEXT FOR THIS ROLE IS: PERSONAL LEADERSHIP.

Leadership Expectations provide a clear understanding of expected leadership behaviours for all public sector employees in different contexts. The expected behaviours (see below) should be demonstrated in the context of Personal Leadership for this position.

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| Lead collectively | You acknowledge the relationship between your work and the value it contributes to your team. You understand the College's objectives and can express how your work relates and contributes to achieving operational excellence. |
| Think through complexity | You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise. You use information and analysis to initiate problem resolution and seek guidance as necessary. |
| Dynamically sense the environment | You engage in your work environment with a positive and open mind, acknowledging that your approach may not be the only effective approach. You seek to understand issues and problems before reacting and discuss them thoughtfully with your team. |
| Deliver on high leverage areas | You identify the tasks and priorities of your work that are in line with the priorities of your team. You reschedule and reprioritise your work on a daily basis with guidance if necessary to reflect changes in your team environment. |
| Build capability | You actively contribute to the development of your team's capability, ensuring you support your team members. |
| Embody the spirit of public service | You promote and show respect for the College in completing your tasks and recognise that your interactions and service delivery have a direct impact on the reputation of the College. |
| Lead adaptively | You are continually learning and adjusting your approach to be effective in the changing work environment. |

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters, and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.