

Customer Engagement Officer GOSAC

Position Details

Position Number: 30000726

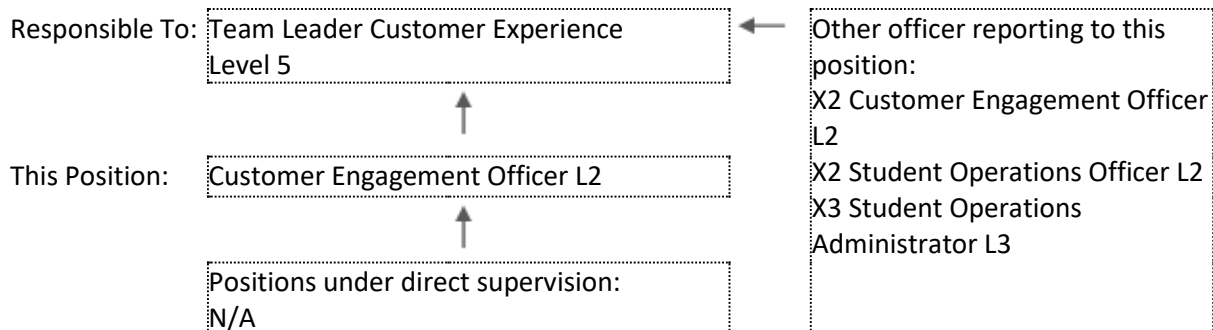
Classification: Level 2

Award/Agreement: Public Service and Government Officers CSA Agreement 2021

Directorate: Organisational Services

Location: Pundulmurra Campus

Reporting Relationships



Our Purpose

North Regional TAFE (NR TAFE) is the leading regional provider of vocational education and training in Northwest Australia. Our purpose is to build the skills and capacity of the workforce for a sustainable economy and enable resilient communities. All employees at NR TAFE contribute to the vital role of providing vocational education in rural and regional WA, and job training pathways including to the most vulnerable in the community.

Our Values

The minimum standards reflecting in the NR TAFE Code of Conduct, Values and the Public Sector Commission Code of Ethics are required to be demonstrated by all employees in their day-to-day activities. NR TAFE is committed to an inclusive, high-performance culture that places the needs of the students and the public at the centre of all that we do.



Position Overview

The Customer Engagement officer undertakes administrative tasks associated with quality information, customer service and streamlined student registration processes.

The role is responsible for supporting prospective and current students with course enquiries, enrolments, visitor management and provides support to lecturers and staff including support with Student Management Systems.

Position Responsibilities

- Assisting internal and external stakeholders with course enquiries and questions in person, face to face, online or telephone and supports college initiatives that enhance the future student experience.
- Performs client liaison duties, enrolment tasks and functions.
- Works accurately within various business and administrative systems, programs and platforms.
- Make full use of applications like SharePoint and Microsoft tools to share information simultaneously.
- Interpret and apply relevant legislation, policies and guidelines and ensures compliance targets are met.
- Contributes to the TAFE's continuous improvement initiatives that support consistent, unified administrative processes.
- Foster a collaborative, inclusive and healthy team working environment.
- Understand and respond appropriately to culturally diverse clientele to maintain an equitable and quality service
- Undertakes other duties as delegated within scope and competence.
- Contribute to the success of NR TAFE by modelling and promoting NR TAFE values and code of conduct.

Selection Criteria

- Demonstrated customer service skills including the ability to communicate effectively with diverse groups of people and provide accurate information.
- Demonstrated experience in providing administrative support with the ability to organise and prioritise tasks effectively and meet deadlines.
- Demonstrated computer skills, including a working knowledge of databases, record management, spreadsheets and word processing.
- Competency in the use of technology and business systems, computer skills, experience with reporting and records management.
- Demonstrated experience in working in a team environment with the ability to take responsibility of own workload and work autonomously with minimal supervision.
- Current knowledge and commitment to Equal Opportunity and Occupational Safety and Health in all aspects of employment and service delivery.

Appointment Factors

Location: Any North Regional TAFE Campus

Accommodation: Not applicable

Allowances: As per Award

Travel: Travel to and work at other campuses or sites will be required as the need arises

Special Conditions

National Police History Check:

All new staff being appointed to North Regional TAFE are required to provide a National Police History Check prior to commencing duty. All applications must be directed to the "Screening Unit" at the Department of Education and Training

Working With Children Check (WWC):

All new staff appointed to North Regional TAFE in "child-related work" are required to provide a WWC Check prior to commencing duty. If you receive a Negative Notice or an Interim Negative Notice you will be deemed to have repudiated your contract and your employment will cease.

Current WA 'C' Class Driver's Licence

All new staff being appointed to North Regional TAFE are required to have a current WA 'C' Class Licence as staff will be required to travel between campuses, from time to time. For staff appointed from outside Western Australia, you must apply for a WA driver's licence within three (3) months of becoming a resident of WA.

Prescribed Legislation and Regulation

As an employee of the Western Australian public sector, you have specific obligations to the community of Western Australia and your colleagues. In addition to the prescribed industrial agreement, your employment is governed by the following:

Public Sector Management Act (1994) and Regulations

Vocational Education and Training Act (1996)

Public Sector Code of Ethics

North Regional TAFE's Code of Conduct

Equal Opportunity Act (1984)

Occupational Safety and Health Act (1984)

Internet Terms and Conditions of Use

Employee Software and Compliance Statement

North Regional TAFE policies and procedures



CERTIFICATION

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

Employee		Managing Director	
Name:		Name:	Paula Dewhurst
Signature		Signature	
Date:		Date:	