



Job Description Client Contact Officer Level 2

Position Number:	Various	FTE:	1.0
Division	Organisational Services	Agreement/Award:	Government Officers' Salaries, Allowances and Conditions Award 1989, Public Sector CSA Agreement 2024 or as replaced
Branch:	Client Services		
Location:	Murdoch		

Reporting Relationships

Coordinator Client Contact Centre, Level 3

Other officers reporting to the above office:

N/A

This Office – officers under direct responsibility

N/A

Key Role Statement

The Client Contact Officer will provide high quality client contact service functions across South Metropolitan TAFE to prospective students and current students.

Key Responsibilities

- Provide information and advice to prospective students, the general public and other agencies on course structure, availability, general entry requirements, enrolment procedures, schedules/dates/times/fees, location of courses, college services and other general issues.
- Responds to enquiries by providing information, advice and assistance to individuals and groups by telephone, email and online.
- Advise prospective and current students on;
 - Courses, fees and payment options
 - Course entry requirements and outcomes
 - Enrolment and re-enrolment procedures
 - Important dates for applications, enrolments and student orientation
 - Marketing campaigns
 - General information.
- Answer and monitor incoming calls to the general course information line.
- Respond to written requests via e-mail, fax or letter.
- Maintains an up-to-date knowledge of the training products offered by South Metropolitan TAFE.
- Contribute to the distribution and effective dissemination within the section and College.
- Ensures customers are provided accurate, consistent and timely advice.
- Redirect incoming calls to other areas and staff as appropriate.
- Provides support to the wider Customer Service team when required
- Escalates complex issues for resolution as appropriate.
- Maintains the College's Customer Relationship System (CRM) database.
- Ensures compliance with OSH and EEO policies and legislation.
- Acts with the highest standard of honesty and integrity demonstrating behaviour and decision-making in line with the Public Sector Code of Ethics, SM TAFE Values, and the Staff Code of Conduct.
- Takes all reasonable care for the safety, health and wellbeing of self and others by adhering to all applicable work health and safety legislation, policies, and procedures.
- Undertakes other duties as directed

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 the Public Sector Commission's - [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](#).

Selection Criteria

Essential

- Well-developed customer service skills and experience working in a customer-centric environment.
- An ability to communicate professionally and effectively with customers and staff at all levels and adjust communication styles to meet varying needs.
- Ability to work effectively within a team environment and to work with minimal supervision to achieve desired outcomes.
- Good digital skills and experience in the use of business systems such as MS Office applications and customer relationship management (CRM) systems.
- Well-developed time management and organisational skills with the ability to prioritise workload.

Other Requirements

- A current Working with Children Check
- A Department of Education Nationally Coordinated Criminal History Check
- May be required to work from any College campus

CERTIFICATION

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

Business Unit Manager		Managing Director	
Name:		Name:	
Signature:		Signature:	
Date:		Date:	

Date last reviewed:	Feb 2024
---------------------	----------