



Job Description Customer Service 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 2022 or as replaced
Branch:	Client Services		
Location:	Various		

Reporting Relationships

Customer Service Coordinator, Level 3

Other officers reporting to the above office:

N/A

This Office – officers under direct responsibility

N/A

Key Role Statement

The Customer Service Officer provides a high standard of customer service across digital channels and face to face across South Metropolitan TAFE's campuses. Customer Service performs a highly technical role from enquiry to enrolment in conjunction with the Student Administration and Admissions teams.

Key Responsibilities

- Provide high quality customer service in the delivery of a responsive and effective enrolment service to prospective and current students
- Conduct front line enquiry, enrolment, withdrawal/refund processes for prospective and current students across South Metropolitan TAFE's campuses, for the full suite of training products.
- Work collaboratively with internal stakeholders, particularly the Student Administration team and Admissions team
- Provide up to date knowledge of the training products offered by South Metropolitan TAFE
- Process Point of Sales transactions, including the receipt of monies, collection of student fees, processing of withdrawals and refunds, and the preparation of the daily banking in accordance with current legislation and audit requirements
- Creation of confidential student records such as AVETMISS, USI, Parent and Guardian details.
- May be required to support other Customer Service Centres at different locations as directed
- 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.
- Undertake 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 (maximum of 5)

- 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 Department of Education Nationally Coordinated Criminal History Check
- A Working with Children clearance is required for this position.
- 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:	
Reviewed:			