



Job Description Student Services Officer Level 3

Position Number:	00036479	FTE:	1.0
Directorate:	Service Delivery	Branch:	TAFE International WA
Location:	West Perth	Position Status:	Permanent
Agreement/Award:	<i>Public Service Award 1992 Public Sector CSA Agreement 2024 or as replaced</i>		

Reporting Relationships

Team Leader TAFE, Level 5

Other officers reporting to the above office:

Student Services Officer, Level 3 (x 5.8)

This Office – officers under direct responsibility:

No direct reports

Key Role Statement

The Student Services Officer provides customer service and admissions support to prospective and current international students across WA TAFE colleges and government schools. The role delivers timely and accurate responses to enquiries, applications, enrolment changes, and fee payments in line with agreed timeframes and procedures. The position maintains accurate student records, applies relevant policies and systems, and works collaboratively within a customer-focused team to support positive student outcomes.

Key Responsibilities

- Provide operational customer service and admissions support across the student lifecycle, including enquiries, applications, enrolments, variations, and fee payments.
 - Respond to student leads and customer enquiries via call centre and service channels accurately and within prescribed timeframes.
 - Enter, update, and maintain student information in student management systems to ensure accurate records and data integrity.
 - Apply relevant legislation, policies, procedures, and system requirements when processing admissions and enrolment activities.
 - Liaise with students, families, and education agents to support effective enrolment management and timely fee collection.
 - Assist in resolving student and administrative issues by following established processes and escalating matters when required.
 - Support administrative systems and processes to ensure student matters are managed efficiently and consistently.
 - Work collaboratively within a team environment to contribute to service standards, shared workloads, and positive customer experiences.
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Expected Leadership Behaviours

The role occupant is expected to consciously adopt the behaviours and mindsets aligned to the position's Personal Leadership context. The following outlines the key leadership behaviours in action pertinent to this position.

- **Lead collectively** - You complete your work to a high standard and ensure information is accurate.
 - **Think through complexity** - You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise.
 - **Deliver on high leverage areas** - Under the supervision of your manager, you work to meet specified timelines and priorities, completing your work to a high standard.
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Selection Criteria

Essential

- Demonstrated high-level proficiency in a customer service environment.
- Well-developed written and verbal communication and interpersonal skills, including the ability to liaise effectively with clients from culturally and linguistically diverse backgrounds.
- Well-developed administrative skills, in particular data entry requiring a high level of speed, accuracy and attention to detail in a high volume processing environment.
- Demonstrated ability to organise and prioritise work, manage competing tasks, and meet deadlines with minimal supervision.
- Demonstrated ability to work collaboratively as part of a team, contributing to shared workloads, consistent processes, and positive service outcomes.

Other Requirements

- May be required to work from any Department worksite.
- On a rotational basis staff will be required to transition through the various Student Services Officer roles in the Customer Service team.

Values

Our values reflect the way we go about our work with our partners, stakeholders and each other.

- We find solutions, deliver and do things well.
- We have integrity and courage.
- We respect, trust and care for each other.
- We know diversity makes us stronger

CERTIFICATION

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

Branch Director:

Name: Jacqui Johnstone
WA

Position: A/General Manager TAFE International

Delegated Authority:

Name: Grant Goldfinch

Position: Executive Director Service Delivery

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