

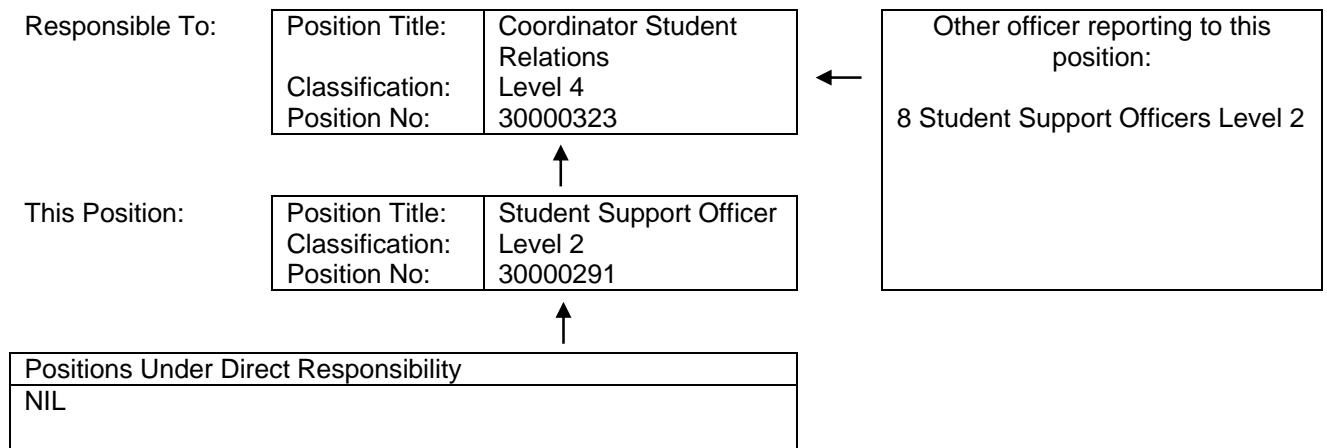


Job Description Student Support Officer Level 2

Position Identification

North Regional TAFE		Position No:	30000291
Division/Branch:	Organisational Services	Title:	Student Support Officer
Section:	Student Support Services	Classification:	Level 2
Location:	Kununurra	Award/Agreement	Public Service and Government Officers CSA General Agreement 2017

Reporting Relationships



Key Role Statement

This role provides quality frontline customer service to internal and external customer in the areas of prospective course enquiries, enrolments, payments, visitor management and student support services and ensures quality customer service.

Key Responsibilities

- Provide quality frontline customer service, by maintaining a strong knowledge of services and courses provided by NRT.
- Respond to enquiries relating to course information, enrolments and NRT services.
- Perform financial transactions relating to payments, invoicing, journaling, petty cash, bookshop sales, and daily banking.
- Receive, register and process mail, couriers and general correspondence as required.
- Ensure all visitors, contractors and deliveries are recorded and directed as appropriate.
- Manage student absentees for specific student groups such as minors and international students. Support lecturers in the follow up of absent students.
- Make arrangements for exam invigilation as required, including secure management of examination materials.
- Ensure the promotion of relevant and current marketing material in the display area of reception areas.
- Ensure that all administrative procedures are executed consistent with relevant legislation, audit compliance requirements, and College policies and procedures.
- Relieve other Organisational Services staff as required.
- Undertake other duties as delegated within scope and competence.

Selection Criteria

Essential

- Demonstrated experience in a customer service role including the ability to promote products and Services and resolve problems.
- Well-developed communication skills (interpersonal, oral and written) including ability to relate effectively with colleagues, internal and external clients and stakeholders in a cross-cultural environment.
- Well-developed organisational and administrative skills and the ability to maintain accuracy and prioritise workload to meet deadlines.
- Demonstrated experience in working in a team and also working with limited supervision where required.
- Demonstrated competency in the use of Microsoft Office and electronic business systems, record management systems and communication technologies.

Appointment Factors

Location	North Regional TAFE Campus
Accommodation	As per North Regional TAFE Policy subject to eligibility and availability.
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

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:	