



JOB DESCRIPTION

Client Services Officer

Level:	Level 2
Position Number:	Various
Location:	Geraldton, Kalgoorlie and Northam
FTE:	Full Time and Part Time
Division:	Organisational Services
Branch:	Client Services
Agreement:	Public Service and Government Officers CSA General Agreement 2017 or as replaced
Award:	Government Officers' Salaries Allowance and Conditions Award 1989

REPORTING RELATIONSHIPS:

Position title and level this position reports to:

- Level GO4, Coordinator Client Services

Other officers reporting to the above position:

- Level GO2, Varies depending on location
- Level GO1, Varies depending on location

Officers under direct responsibility:

- Nil.

KEY ROLE STATEMENT:

The Client Services Officer is responsible for supporting College staff in the effective use of academic systems, including processes and procedures relating to, but not limited to, apprentice, trainee and general student management.

KEY RESPONSIBILITIES:

- Provides high quality and seamless client service and administrative support to our internal and external clients and stakeholders.
- Provides timely services to deliver client service processes, including using Student Management Systems (SMS) relating to, but not limited to:
 - Enrolment study packages;
 - Enrolments, transfers and withdrawals;
 - Award management and certification;
 - Student financial transactions;
 - Credit transfer and national recognition; and
 - Assessment and offers via TAFE admissions.
- Performs general reception, switchboard, client liaison duties, tasks and functions.
- Ensures enquires are followed up and provides a "point of return contact" for all clients.
- Contributes to continuous improvement initiatives that support consistent, unified administrative processes across all campuses.
- Provides training and support for all users of SMS to ensure they have the knowledge and skills for systems to function effectively.
- Assists the Coordinator Client Services with data validation and management of Vocational Education and Training (VET) student loans.
- Conducts internal audits to determine accuracy of enrolments and participation evidence as directed by the Coordinator Client Services.
- Provides a responsive, efficient and effective service to investigating and resolving client issues.
- Responsible for quality of data entry relating to Client Services ensuring accuracy and timeliness.
- Supports and assists in promotion of College programs and services, including assisting with College events.
- Undertakes other duties as required.

SELECTION CRITERIA:**Essential:**

- High commitment and motivation to providing quality customer service to a diverse range of clients.
- Demonstrated time management and organisational skills with the ability to manage a high volume of tasks with competing priorities within strict deadlines.
- An ability to work effectively within a high performing, multi skilled team environment and to work with minimal supervision to achieve desired outcomes.
- Good interpersonal and communication skills, both written and verbal.
- Well-developed computer skills, including a working knowledge of databases, record management systems, spreadsheets and word processing.

Desirable:

- Knowledge of Vocational Education and Training systems, practices and policies.

Other Requirements:

- May be required to work from any College campus.

CERTIFICATION:

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



Bill Swetman
Managing Director

27 September 2019