



Job Description

Senior Client Services Officer Level 3

Position Number:	10001652,10001653, 10001654,10001656 10001668	FTE:	1.0
Division	Organisational Services	Agreement/Award:	Government Officers Salaries Allowance and Conditions Award 1989
Branch:	Client Services		Public Service and Government Officers General Agreement 2017 or as replaced
Location:	Various		

Reporting Relationships

Position title and level this position reports to:

Client Services Team Leader, Level 5

Other officers reporting to the above office:

Fees Officer, Level 4 x 4 (will vary)

Academic Coordinator, Level 4 (will vary)

This Office – officers under direct responsibility:

N/A

Key Role Statement

Coordinate the provision of customer service to students in accordance with North Metropolitan TAFE policies and procedures and utilising the Student and Administration Management system. Manage and monitor team performance to ensure service level agreements, performance standards and business outcomes are met. Facilitate communication and knowledge sharing across the College.

Key Responsibilities

- Provide high quality customer service in the delivery of a responsive and effective service to prospective and current students.
 - Monitor enquiries to ensure they are concluded to a satisfactory resolution.
 - Collaborate with other teams to ensure consistent business practice.
 - Assist with business process improvement and policy/procedure development as required.
 - Assist in the front line enquiry and enrolment processes for students across North Metropolitan TAFE's campuses including:
 - Application lodgement;
 - Unique Student Identifier, ID, Visa, Concessions, Smartrider etc;
 - Course Information, including the referral of students to career counsellors or pathway advisors, as required;
 - Admissions;
 - Enrolments Withdrawals;
 - Payment Options(including processing over the counter payments, if required);
 - Recognition of Prior Learning (RPL) process;
 - Vet Fee Help (VFH) or Vet Help process and eligibility;
 - Duty of Care; and
 - Student and Learning Support Services (eg: psychologists, interpreters and disability support).
 - Help in the resolution of complaints and issues, consulting relevant stakeholders as necessary.
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Selection Criteria**Essential**

- Well-developed customer service skills and experience to provide a customer focussed service.
- Demonstrated experience to work with minimal supervision to achieve desired outcomes.
- Well-developed time management and organisational skills with the ability to manage a high volume of tasks with competing priorities within strict deadlines.
- Well-developed communication skills including interpersonal skills with the ability to relate effectively with all students, staff and stakeholders.

CERTIFICATION

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

Business Unit Manager		Managing Director	
Name:	Sue Thompson	Name:	Michelle Hoad
Date:	9 October 2019	Date:	9 October 2019