

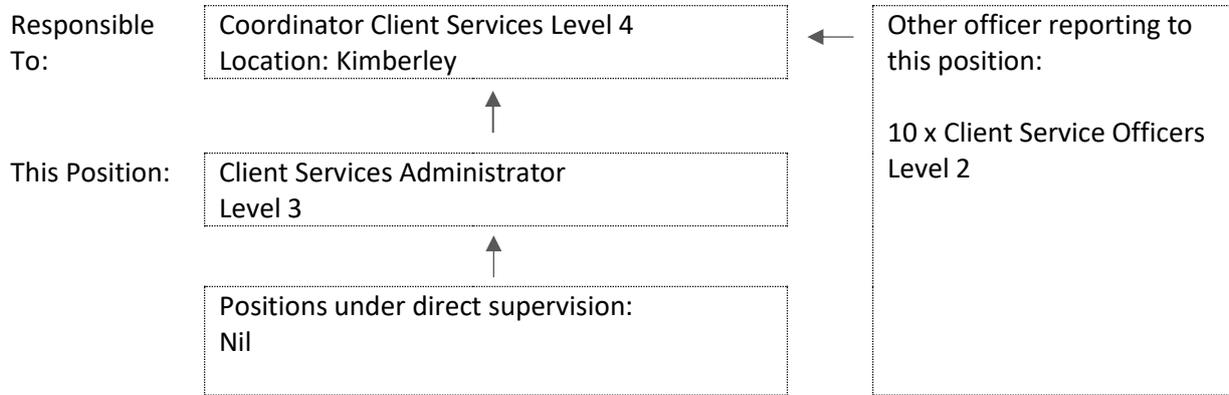


# Client Services Administrator GOSAC

## Position Details

Position Number: 30000664  
Classification: Level 3  
Award/Agreement: Public Service and Government Officers CSA General Agreement 2019  
Organisation Unit: Organisational Services  
Location: Broome

## Reporting Relationships



## Our Purpose

North Regional TAFE (NR TAFE) is the leading regional provider of vocational education and training in Northwest Australia. Our purpose is to build the skills and capacity of the workforce for a sustainable economy and enable resilient communities.

All employees at NR TAFE contribute to the vital role of providing vocational education in rural and regional WA, and job training pathways including to the most vulnerable in the community.

## Our Values

The minimum standards reflecting in the NR TAFE Code of Conduct, Values and the Public Sector Commission Code of Ethics are required to be demonstrated by all employees in their day to day activities.

NR TAFE is committed to an inclusive, high performance culture that places the needs of the students and the public at the centre of all that we do.





## Position Overview

The Client Services Administrator will assist Co-ordinators (Pilbara and Kimberly) with coordinating all Client Services Functions across North Regional TAFE's campuses. The team is responsible for high quality customer service from enquiry to enrolment in conjunction with the Training Teams and Quality Team.

Staff may be deployed within other work areas to meet broader business needs, as and when required.

## Key Responsibilities

### Student Administration

- Provides direction, supervision and support to the Customer Service Officer's including advice on complex issues.
- Provides high quality and seamless client service and administrative support to internal and external clients and stakeholders.
- Provides timely services to deliver client services processes, including using Student Management Systems (SMS) relating to, but not limited to:
  - o Enrolment Study Packages;
  - o Enrolments, transfers and withdrawals;
  - o Tracking attendance and auditing results;
  - o Student financial transactions;
- Ensures enquiries 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.
- Provide induction and training and support for all Client Services users on SMS to ensure they have the knowledge and skills for systems to function effectively.
- Assists the Coordinator Client Services (Pilbara and Kimberley) with data validations and management of 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 when required.
- Performs general reception duties as required.
- Undertakes other duties as required.



## Selection Criteria

### Essential Criteria

1. Demonstrated ability to provide a quality customer service to a diverse range of clients.
2. Ability to self-manage work, including good organisational skills to manage various tasks with competing priorities and within strict deadlines.
3. Well-developed computer skills, including a working knowledge of databases, records management systems, spreadsheets and word processing.
4. Experience in office administration including financial and physical resources.
5. Good interpersonal and communication skills, both written and verbal.

### Desirable

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

### Other Requirements

- Travel within the State.

### Appointment Factors

<b>Location</b>	North Regional TAFE Campus
<b>Accommodation</b>	Not applicable
<b>Allowances</b>	As per Award.
<b>Travel</b>	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  
North Regional TAFE policies and procedures

### CERTIFICATION

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

Employee		Managing Director	
Name:		Name:	Kevin Doig
Signature		Signature	
Date:		Date:	14/01/2021