



## Client Service Officer

### Position Details

Position Number: XXXXXXXX

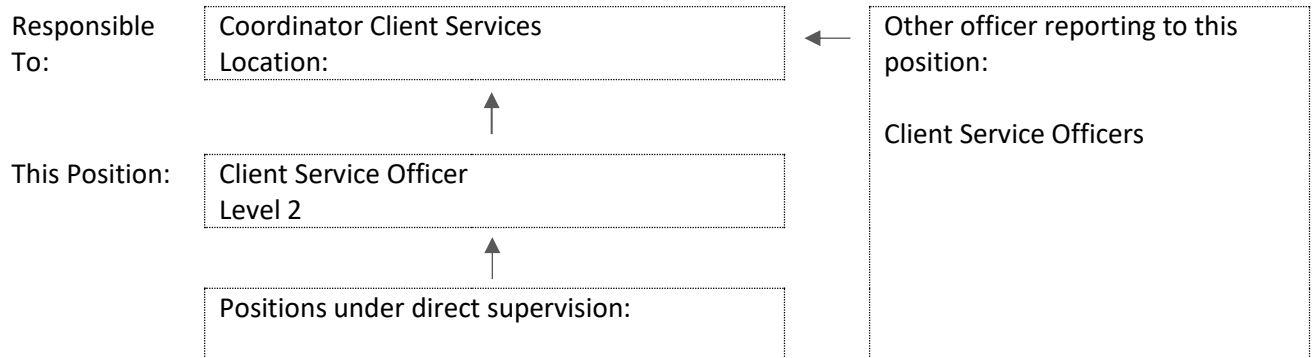
Classification: Level 2

Award/Agreement: Public Service and Government Officers CSA General Agreement 2019

Organisation Unit: Organisational Services

Location: XXXXXXXX

### 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

We are committed to an inclusive, high performance culture that places the student at the centre of all that we do.

Employees at NR TAFE must observe and demonstrate the NR TAFE Code of Conduct and Public Sector Commission Code of Ethic values and principles in their day to day activities and behaviour.





## Position Overview

The Client Service Officer role provides exceptional customer service to internal and external clients in the areas of prospective course enquiries, enrolments, payments, visitor management and provides support to lecturers and staff including support with Business management Systems.

## Key Responsibilities

- Provides quality and seamless client service and administrative support to our external clients and stakeholders and support internal clients with Business management systems.
- Provides advice and assistance with enquiries either on the 1300 phone console, email, in person and provides responses in a timely manner.
- Provides accurate and timely advice to prospective students, internal and external stakeholders and supports college initiatives that enhance the future student experience.
- Works appropriately within business management and general and specialist electronic systems, programs and platforms
- Performs client liaison duties, enrolment tasks and functions.
- Contributes to the TAFE's continuous improvement initiatives that support consistent, unified administrative processes. Supports the broader College's team and initiatives as and when required.
- Understand and respond appropriately to culturally diverse clientele to maintain an equitable and quality service
- Foster positive relationships and provide support to wider team to promote a harmonious environment.

## Selection Criteria

### Essential Criteria

Able to demonstrate:

1. High level customer service skills and abilities.
2. Demonstrated experience in providing effective administrative support with the ability to organise and prioritise tasks effectively and meet deadlines.
3. Demonstrated computer skills, including a working knowledge of databases, record management systems, spreadsheets and word processing.
4. Demonstrated sound written and verbal communication skills including the ability to produce timely information that is clear, accurate and concise.
5. Demonstrated good interpersonal skills and ability to work unsupervised and in a team environment.
6. Current knowledge and commitment to Equal Opportunity and Occupational Safety and Health in all aspects of employment and service delivery.



### Appointment Factors

Location	North Regional TAFE Campus
Accommodation	Not applicable
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  
North Regional TAFE policies and procedures

#### CERTIFICATION

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

Line Manager		Director	
Name:		Name:	



Signature:		Signature:	
Date		Date	