

Customer Engagement Coordinator GOSAC

Position Details

Position Number: 30000711

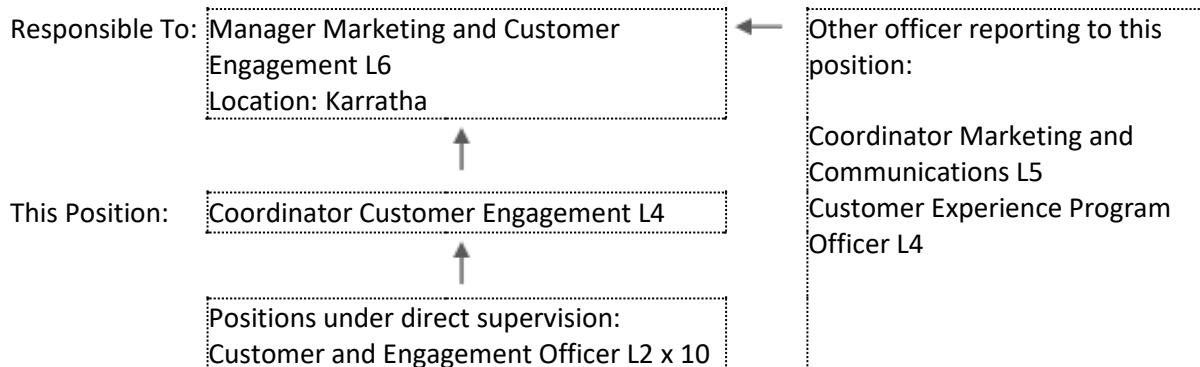
Classification: Level 4

Award/Agreement: Public Service and Government Officers CSA Agreement 2021

Directorate: Organisational Services

Location: Karratha

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

This position is responsible for the coordination of customer engagement which encompasses customer service, integrated administrative operations and communications, providing quality information and streamlined student registration processes.

The Customer Engagement Coordinator will collaborate with the Student Engagement and Student Operations Coordinators to strategically manage resources, meet business priorities, ensure excellence in customer service experience and optimise student engagement.

Position Responsibilities

- Lead and support the Customer Engagement team by creating a collaborative, inclusive and positive working environment.
- Provide coaching and ongoing training for the Customer Engagement Team to support and provide an excellent customer experience
- Oversee student enquiries, the initial enrolment process and resolve escalated customer issues
- Undertake and analyse customer feedback and data through the Customer Relationship Management system and website to better understand customer expectations and requirements
- Make full use of business systems to lead projects and share information.
- Develop and undertake audits and customer surveys, analyse results and present reports including recommendations for continuous improvement purposes
- Cross-collaboration with business support and delivery teams to address issues impacting student enrolments and long-term improvements to deliver on performance.
- Ensure an open line of communication on all aspects of work-related requirements with the Manager Marketing and Customer Engagement
- Review and monitor processes and systems; and implement changes to improve the customer experience and business efficiency and effectiveness.
- Interpret and apply relevant legislation, policies and guidelines to ensure compliance requirements are met.
- Contribute to the success of NR TAFE by modelling and promoting NR TAFE values and code of conduct.
- Undertakes other duties as delegated within scope and competence.

Selection Criteria

- Well developed interpersonal skills, including a demonstrated ability to negotiate positive outcomes and to communicate effectively on complex and sensitive matters.
- Demonstrated ability to work effectively, efficiently and flexibly in a high work volume and constantly changing service environment.
- Well-developed analytical, research and conceptual skills with an ability to interpret and apply relevant legislation.
- Proven ability to effectively lead a diverse team across multiple locations to meet deadlines and compliance requirements.
- Demonstrated competency in the use of technology and business systems, advanced computer skills, experience with reporting and data integrity and records management.

Appointment Factors

Location: Any 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.

Employee		Managing Director	
Name:		Name:	Helen Smart
Signature		Signature	
Date:		Date:	14 December 2022