

JOB DESCRIPTION

Contact Centre Officer

Level:	Level 2
Position Number:	Various
Location:	Geraldton / Kalgoorlie / Northam
FTE:	1.0
Division:	Client Experience
Branch:	Student Business Systems
Agreement:	Public Sector CSA Agreement 2024 (and subsequent agreement/s)
Award:	Government Officers' Salaries Allowances and Conditions Award 1989

ABOUT THIS POSITION

The Contact Centre Officer will provide high quality customer service across digital channels and face to face across Central Regional TAFE to prospective students and current students. The occupant is the face of the college delivering a premium experience to our clients and taking ownership at each point of contact.

POSITION'S RELATIONSHIPS

THIS POSITION REPORTS TO:

Team Leader Student Connect Project	Kalgoorlie	Level 5
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OTHER POSITIONS REPORTING TO ABOVE POSITION:

Contact Centre Officer	x 4	Geraldton	Level 2
Contact Centre Officer	x 2	Kalgoorlie	Level 2
Contact Centre Officer	x 1	Northam	Level 2

OFFICERS UNDER DIRECT RESPONSIBILITY:

Nil

OUR VALUES

INTEGRITY

We are genuine, honest, and apply high ethical standards.

RESPECT

We treat everyone fairly, valuing the difference between people, taking their preferences into consideration, and acknowledging the rights of others.



COLLABORATION

We work together as a team and communicate openly and honestly with each other. When one does well, we all do well.

INNOVATION

We have a 'can do attitude' and seek solutions that are imaginative, championing flexible thinking and approaches.

COURAGE

We respond to challenges, take appropriate risk and accept responsibility for our actions. We are resilient and positive and show trust in each other.

KEY ROLE INFORMATION

KEY RESPONSIBILITIES OF THE POSITION:

- Provide information and advice to prospective students, the general public and other agencies on course availability, general entry requirements, enrolment procedures, schedules/dates/times/fees, location of courses, college services and other general information.
- Responds to enquiries by providing information, advice and assistance to individuals and groups by telephone, face-to-face, email and online.
- Advise prospective and current students on:
 - Courses, fees, and payment options
 - Course entry requirements and outcomes
 - Enrolment and re-enrolment procedures
 - Important dates for applications, enrolments, and student orientation
 - Marketing campaigns
 - General information.
- Answer and monitor incoming calls to the Client Contact Centre information line.
- Respond to written requests via e-mail, fax or letter.
- Maintains an up-to-date knowledge of the training products offered by the College.

- Contribute to the distribution and effective dissemination of information within the section and College.
- Ensures customers are provided accurate, consistent, and timely advice.
- Redirect incoming calls to other areas and staff as appropriate.
- Work collaboratively with internal stakeholders, particularly the Training Systems Administration Team.
- Escalates complex issues for resolution as appropriate.
- Utilises the College's Customer Relationship System (CRM) database.
- Creation of confidential student records such as AVETMISS, USI, and parent/guardian details.
- Process point of sale transactions, including receipt of monies, collection of student fees and the preparation of daily banking in accordance with current legislation and audit requirements.
- Ensures compliance with WHS and EEO policies and legislation.
- Behaves and formulates decisions in line with the Public Sector Code of Ethics, the College's Code of Conduct and Values.
- Undertakes other duties as directed.

SELECTION CRITERIA

The selection process includes assessing applications against the responsibilities, and the role specific requirements of the position, within the context Personal Leadership and the ability to demonstrate and apply the expected leadership behaviours.

ESSENTIAL:

- Excellent customer service skills and experience working in a customer centric environment.
- An ability to communicate professionally and effectively with customers and staff at all levels and adjust communication styles to meet varying needs.
- Ability to work effectively within a team environment and to work with minimal supervision to achieve desired outcomes.
- Well-developed time management and organisational skills with the ability to prioritise workload and maintain strict deadlines.
- Very good computing skills and experience in the use of various databases and record management systems.

DESIRABLE:

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

OTHER REQUIREMENTS

- May be required to work from any College campus.
- Possession of a C or C-A Class Driver's Licence.
- Possession of a current Working with Children Check.
- A successful criminal record screening clearance (Nationally Coordinated Criminal History Check – Department of Education).

CERTIFICATION

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



Joanne Payne
Managing Director

18 February 2025

LEADERSHIP CONTEXT

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

THE LEADERSHIP CONTEXT FOR THIS ROLE IS: PERSONAL LEADERSHIP.

Leadership Expectations provide a clear understanding of expected leadership behaviours for all public sector employees in different contexts. The expected behaviours (see below) should be demonstrated in the context of Personal Leadership for this position.

Lead collectively	You acknowledge the relationship between your work and the value it contributes to your team. You understand the College's objectives and can express how your work relates and contributes to achieving operational excellence.
Think through complexity	You think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise. You use information and analysis to initiate problem resolution and seek guidance as necessary.
Dynamically sense the environment	You engage in your work environment with a positive and open mind, acknowledging that your approach may not be the only effective approach. You seek to understand issues and problems before reacting and discuss them thoughtfully with your team.
Deliver on high leverage areas	You identify the tasks and priorities of your work that are in line with the priorities of your team. You reschedule and reprioritise your work on a daily basis with guidance if necessary to reflect changes in your team environment.
Build capability	You actively contribute to the development of your team's capability, ensuring you support your team members.
Embody the spirit of public service	You promote and show respect for the College in completing your tasks and recognise that your interactions and service delivery have a direct impact on the reputation of the College.
Lead adaptively	You are continually learning and adjusting your approach to be effective in the changing work environment.

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters, and community. We pay our respects to all members of the Aboriginal communities and their cultures, and to Elders both past and present.