

Position description

Greater together 

Position title:	Service Centre Officer
Institute/School/Centre/Directorate/VCO:	Student Services and Registrar Directorate
Campus:	Mt Helen Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 4 range
Time fraction:	Full-time
Employment mode:	Fixed-term employment
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Besse Krause, Coordinator, Inbound Operations, Contact Centre Telephone: (03) 5327 9657 Email: b.krause@federation.edu.au
Recruitment number:	JR100073

Position summary

The Contact Centre and Student Services Department is responsible for the delivery of effective, efficient, responsive and compliant student enquiry and administrative services across admissions, enrolments and progression.

The Service Centre Officer is responsible for providing quality customer service to current and prospective students at all levels of study, assisting with enquiries through all modes of services including email, phone calls and face to face.

Portfolio

The Student Services and Registrar Directorate is led by the Dean of Students and Registrar and is part of the Learner Experience Office. The Directorate oversees the provision of services across the whole student lifecycle from inquiry to graduation. It includes student engagement, employability, equity, wellbeing, student advocacy, learning and academic skills, as well as student administration services, and contact centres. The Directorate works collaboratively across the University and has close links with external stakeholders including employers, industry groups and the community.

Background

At Federation University, we are driven to make a real difference to the lives of every student, and to the communities we serve.

We are one of Australia's oldest universities, known today for our modern approach to teaching and learning. For 150 years, we have been reaching out to new communities, steadily building a generation of independent thinkers united in the knowledge that they are greater together

Across our University and TAFE campuses in Ballarat, Berwick, Gippsland, and the Wimmera, we deliver world-class education and facilities. With the largest network of campuses across Victoria, we are uniquely positioned to provide pathways from vocational education and skills training at Federation TAFE through to higher education.

To be successful at Federation University you must be willing to enthusiastically embrace the University's ambition as expressed in the 2021–2025 University Strategic Plan and share the University's values of:

INCLUSION, we celebrate our diversity, particularly valuing Aboriginal and Torres Strait Islander cultural heritage, knowledge and perspectives.

INNOVATION, we are agile and responsive to emerging opportunities.

EXCELLENCE, we act with integrity and take responsibility for achieving high standards.

EMPOWERMENT, we create a supportive environment to take informed risks in pursuit of success.

COLLABORATION, we establish genuine partnerships built on shared goals.

Key responsibilities

1. Working within established systems and procedures, undertake accurate and efficient data entry of all administrative forms, including admissions applications, enrolments, enrolment amendments, withdrawals, leave from studies, transfers, credits and other relevant amendments to new and existing student enrolments ensuring they are completed within the timelines to meet our reporting and regulatory requirements.
2. Accurately respond to student and staff enquiries through all modes of service in line with service protocols and University policies and procedures and ensure that the best practice customer service standards are adhered to. Identify and refer complex and program enquiries to relevant staff members.
3. Ensure all enquiries responded to are accurately recorded and resolved in the Customer Relationship Management System and reflected in Student Management and Information Systems.
4. Provide assistance and advice to students with applications and enrolment enquiries. In addition, provide students with general advice and direction to other University services.
5. Identify and refer students enquiring about program and progression advice to Student Progress and Success Officers in a timely manner.
6. Work collaboratively with the Service Centre Officers to provide operational and administrative support for Student Experience activities as required.
7. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
8. Undertaking the responsibilities of the position adhering to:
 - the Staff Code of Conduct, Child Safe Code of Conduct, and Conflict of Interest Policy and Procedure;
 - Equal Opportunity and anti-discrimination legislation and requirements;
 - the requirements for the inclusion of people with disabilities in work and study;
 - Occupational Health and Safety (OHS) legislation and requirements; and
 - Public Records Office of Victoria (PROV) legislation.

Level of supervision and responsibility

The Service Centre Officer reports to and works under the general direction of the Coordinator, Inbound Operations.

The position is required to provide quality customer service and factual advice to prospective and current students and members of the public presenting either at Ballarat or Berwick campuses or by other modes of enquiry ensuring that best practice customer service standards are adhered to, while providing administrative support to Student HQ.

The Service Centre Officer is required to develop and maintain a sound knowledge and understanding of general information relating to enrolments, scholarships, admissions, administration and enquiries and have an understanding of policies and procedures and business processes related to Contact Centre and Student Services functions.

Position and organisational relationships

The Service Centre Officer reports to the Coordinator, Inbound Operations. The position is responsible for interacting with a diverse range of internal and external clients which require discretion and confidentiality.

The Service Centre Officer is responsible for working collaboratively within the Student Services and Registrar Directorate and other areas of the University.

Key selection criteria

Applicants must demonstrate they are able to undertake the inherent responsibilities of the position as contained in the position description and are able to meet the following key selection criteria:

Training and qualifications

1. Completion of:
 - a diploma level qualification with relevant work related experience; or
 - completion of a Certificate IV with relevant work experience; or
 - completion of a Certificate III with extensive relevant work experience; or
 - an equivalent combination of relevant experience and/or education/training.
2. Hold a valid Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Experience, knowledge and attributes

3. Demonstrated knowledge and experience in the provision and delivery of quality customer and administrative services including the ability to draft correspondence and reports, provide accurate advice and maintain efficient and effective record-keeping and filing systems and databases.
4. Demonstrated ability to prioritise work while paying attention to detail, meet deadlines and deal with confidential information.
5. Demonstrated interpersonal and communication skills, including the ability to deliver quality customer service.
6. Demonstrated computer literacy skills, including a working knowledge of Microsoft Office, and the proven ability to promptly acquire skills in the use of new systems and software packages.
7. Demonstrated ability to exercise initiative and work effectively, both independently and co-operatively, as required.
8. Demonstrated ability to develop a thorough understanding of administrative policies and processes and apply this knowledge on a daily basis.
9. Proven ability to work within a fast-paced environment and to be adaptable to change.
10. Demonstrated working knowledge and application of the Child Safety Standards.
11. Demonstrated knowledge and application of appropriate behaviours when engaging with children, including children with a disability and from culturally and/or linguistically diverse backgrounds.

The University reserves the right to invite applications and to make no appointment.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.