

Position description

Greater together 

Position title:	Client Services and Support Officer
Institute/School/Centre/ Directorate/VCO:	Commercial Services and Technology Parks
Campus:	SMB Campus. Travel between campuses may be required.
Classification:	Within the HEW Level 4 range
Time fraction:	Part-time
Employment mode:	Continuing employment
Probation period:	This appointment is offered subject to the successful completion of a probationary period.
Further information from:	Melanie Coffey, Associate Director, Commercial Services and Technology Parks Telephone: (03) 5327 9848 Email: m.coffey@federation.edu.au
Recruitment number:	JR101372

Position summary

The Client Services and Support Officer will provide service and support to tenants and casual clients in the Flecknoe coworking space and Technology Parks tenancies and will provide information, advice and support to all client groups utilising the spaces. This position is responsible for direct customer services and the coordination of operations of existing tenants, asset and client management of special events, projects, and meeting spaces. This position will also support other duties as required across the wider Federation University Technology Park and Commercial Services Offices. Travel between campuses and to other locations will be required.

Portfolio

Federation University Technology Parks and Commercial Services encompasses the commercial division of Federation University. There are five Technology Parks across both the Western and Gippsland region of Victoria which currently host 64 businesses in total. Each park is located within the vicinity of a Federation University campus and contributes in excess of \$300 million in economic activity (direct/flow on). Commercial Services encompasses residential accommodation, hospitality and conferencing, sports and recreation facilities, children's centres, print services and several other commercial and complementary services. The Directorate delivers a wide range of services across all campuses of Federation University Australia. The focus of these services is to support customer experience as they interact with the University.

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 Federation University's 2040 Strategic Plan and share the University's values of:

INCLUSION, we champion access and equity for all, creating a welcoming, supportive environment for our diverse learners and staff.

INNOVATION, we innovate to transform, embracing new ideas in teaching, research and operations to continually improve and stay ahead.

EXCELLENCE, we strive for excellence in all that we do, holding ourselves to high standards of quality, integrity and impact.

EMPOWERMENT, we support and trust our people, empowering learners, staff and partners to contribute, lead and succeed.

COLLABORATION, we are stronger together; teamwork and strong partnerships are at the heart of how we operate.

Key responsibilities

1. Provide professional and accurate information and advice to tenants and external business relating to the Flecknoe Coworking space and Technology Park tenancies.
2. Collect, curate, and expand information and relationships between the tenants and the University working to continuously improve the level of service by ensuring that tenant requirements and organisational service expectations are met.
3. Provide exemplary concierge service for tenants and external business activities such as conferences and events across a range of spaces by managing enquiries for the space, providing tours, organizing job requests and ensuring the facility is maintained to a high standard.
4. Ensure that administrative requirements are maintained using a range of software in line with agreed processes by:
 - Ensuring financial records are maintained accurately so clients are invoiced accurately and followed up when needed.
 - Ensuring incoming and outgoing correspondence to internal and external clients is actioned promptly, needs are understood and met.
 - Providing information on facilities, availability and pricing and IT support.
 - Generate and manage purchasing orders within the myFinance management system.
 - Placing room bookings in the relevant systems.
 - Ensuring relevant documentation such as hire agreements and booking forms are maintained, provided and returned to clients including tenant documentation.
 - Ensuring the room set-up, building access, cleaning and heating/cooling is arranged for all events.
 - Ensure that all enquiries and bookings for venues, room spaces, services or events are responded to with timely and up to date information.
5. Ensure that routine maintenance for the Coop working space is identified, logged and coordinated so as to provide a safe and comfortable working environment for our users.
6. Assist the Commercial Services and Technology Parks administrative team with other client support activities as required.
7. Reflect and embed the University's strategic plan, and operational purpose, priorities, and goals.
8. Embed effective risk management practices to ensure continuous service delivery. Participate in training and exercises to remain prepared for potential disruptions.

9. 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 Client Services and Support Officer reports to and receives general direction from the Coordinator Tenant Services and Commercial Leasing. The position is responsible for providing support and services to clients and tenants predominantly within the Flecknoe Coworking space but will also contribute to servicing clients across the wider Ballarat teams.

The Client Services and Officer will work independently to solve problems and make decisions based on relevant policies, procedures and guidelines. The position is required to exercise judgment when assisting clients in line with agreed processes procedures. The position will prioritise work and manage time appropriately to ensure allocated tasks are completed.

Position and organisational relationships

The Client Services and Support Officer reports to Coordinator Tenant Services and Commercial Leasing and will work closely with the Associate Director Commercial Services and Technology Parks and the Liaison and Support Officers within Commercial Services. The position will liaise with clients, contractors, members of the public and other Federation University staff in carrying out the duties of the role.

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
 - a Certificate IV with relevant work experience; or
 - a post-trades certificate and extensive relevant work experience and on the job training; or
 - a certificate III with extensive relevant work experience; or
 - an equivalent combination of relevant experience and/or education/training.
2. Hold a valid Employer Working with Children Check (WWCC) or hold a current registration with the Victorian Institute of Teaching (VIT).

Experience, knowledge and attributes

3. Demonstrated experience in providing professional customer service to a diverse range of customers as well as internal departments.
4. Highly developed time and workload management skills to perform duties in a timely manner.
5. Demonstrated experience in a service environment, including the demonstrated ability to exercise initiative.
6. Demonstrated skills in software packages such as MS Office and databases.
7. Demonstrated working knowledge and application of the Child Safety Standards.
8. 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.