

Position Description

Position Title:	Customer Service Officer - 12 Month Contract
Reports to:	Admissions Team Leader
Division:	Student Services
Location:	223 Anzac Pde, Kensington
Date:	2012
Position Number:	09-1060

JOB PURPOSE

The role of the Customer Service Officer is to provide timely and accurate information to stakeholders in relation to UNSW Global educational products, respond to enquiries and provide administrative support and assistance within the unit.

ENVIRONMENT

UNSW Global is the not-for-profit international education, training and consulting company of the University of New South Wales (UNSW). Established in 1999, the company is a wholly-owned enterprise of UNSW. The company has a specific brief to support the international initiatives and activities of the University and to provide educational activities in the non-degree market. UNSW Global seeks to leverage and enhance the UNSW brand in all its activities, well beyond the University's national and regional boundaries and borders.

UNSW Global has three core areas of expertise:

- Education and training,
- Educational measurement and assessment, and
- Consultancy services

These activities are currently managed through five Business Units:

- UNSW Foundation Studies
- UNSW Institute of Languages (UNSWIL)
- Educational Assessment Australia
- Unisearch Expert Opinion Services
- UNSW Global Networks & Recruitment

The Business Units are supported by a Corporate Services group with responsibility for new business development, financial management and reporting, human resources management, marketing and communications, IT and facilities management, corporate governance, student support and student welfare.

The company also manages the University's offshore operations in Hong Kong, India, Singapore, Thailand and Vietnam including the student recruitment firm Australian Education Consultancy Limited (AEC) in Hong Kong.

MAJOR TASKS

Customer Services

- Act as the first point of contact for customer enquiries and provide a high level of customer service to UNSW Global's external and internal customers
- Responsible for the efficient management of the UNSW Global Student Services counter
- Respond to and deal with customer enquiries in a timely and efficient manner
- Manage incoming and outgoing correspondence, including the generic email, fax, mail and arrange for domestic and international couriers within the unit
- Ensure that the Student Services area is maintained and stocked with promotional material for UNSW Global educational products and student services information

Student & Application Administration

- Assist team members with course enquiries and course administration, including recording student application information in the student management system and generating Letters of Offer
- Ensure archiving of student admissions related information is completed as required
- Maintain student records according to organisational standards

Other:

- Maintain stationary and process orders within the unit
- Undertake other duties, relevant to position, as required by Team Leader and senior management

ACCOUNTABILITY OBJECTIVES

1. Accurate and timely information to customers according to established procedures.
2. Accurate and timely replenishment of educational information to be provided to stakeholders
3. Accurate data entry and record keeping

REPORTING RELATIONSHIPS

Immediate Manager's Supervisor	Manager, Admissions
Immediate Manager's Title:	Team Leader
Direct Reports:	Nil
Other positions reporting to the Team Leader	Admissions Officer Customer Service Officer
Other positions within Student Services	General Manager, Compliance and Student Management Manager, Systems & Policy Manager, Admissions Team Leader Admissions Officer Data Integrity Officer

Student Adviser
Accommodation/Welfare Officer

Accommodation Officer
Student Activities Officer
Student Contact Officer

CHALLENGES

- Effectively communicating and co-operating in a team environment.
- Keeping up-to-date with Australian government regulations and policy regarding international students (DIAC, DEEWR, & ESOS Act).
- Accurately entering student data and financial information in relevant databases, including Australian government PRISMS (visa documentation) data system.
- Delivering high level customer service in a busy high volume environment.

CONSTRAINTS/AUTHORITY LEVELS

- Provide accurate and timely information to all stakeholders in the ethos of quality customer service.

SELECTION CRITERIA

Essential

1. Two years minimum experience in a high-volume customer service environment
2. Demonstrated commitment to providing high-quality customer service
3. Demonstrated experience in office duties, including competency in word processing, knowledge of packages including word and excel and use of e-mail systems
4. Highly developed interpersonal skills including the ability to negotiate and effectively interact with people from a range of backgrounds and levels
5. Excellent written and oral communication skills
6. Sensitivity to and awareness of cross-cultural communication issues
7. Demonstrated attention to detail in documentation and data entry.
8. Demonstrated ability to work effectively both independently and as a member of a team in a front-line customer service role.
9. Proven time management and organisation skills.

Desirable

1. Knowledge of how Equality of Employment Opportunity and Affirmative Action principles apply within a work environment.

REMUNERATION

The total remuneration package offered is commensurate with qualifications and experience.

OCCUPATIONAL HEALTH AND SAFETY STATEMENT

All staff are expected to comply with all health and safety policies and procedures of the company and take all reasonable care to ensure actions do not impact on the health and safety of staff and visitors to the company.

EQUITY AND DIVERSITY

All staff and students at UNSW Global are entitled to enjoy an environment that is fair and equitable and free from harassment. In order to achieve this, staff have the following responsibilities:

- foster a working environment that is respectful of workplace diversity; and
- cooperate with UNSW Global's activities relating to compliance with equal opportunity legislation.

Staff with management responsibility must take all reasonable steps to ensure that the work environment is free from discrimination, vilification, and sexual harassment.

CODE OF CONDUCT

UNSW Global is strongly committed to a set of values and behaviour that are key to the enhancement of the working environment for all staff. UNSW Global is committed to:

- the highest ethical standards;
- an environment free from discrimination and harassment; and
- respecting and valuing the diverse communities it serves.

UNSW Global seeks to have staff who:

- behave honestly and with integrity in the course of their employment;
- act with care and diligence in the performance of their duties;
- treat others with respect and courtesy;
- recognise each others worth;
- work and collaborate together to achieve common goals;
- refrain from any form of harassment or intimidation;
- display open and honest communication; and
- seek continuous learning.