

Equity principles underpin all UNE policies and procedures. The University is committed to EEO principles and a smoke-free environment, values cultural diversity, and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment.

THE UNIVERSITY OF NEW ENGLAND POSITION STATEMENT

SCHOOL/DIRECTORATE: Student Administration and Services
POSITION TITLE: Customer Service Officer
POSITION CLASSIFICATION LEVEL: Higher Education Officer Level 4
DATE CLASSIFIED: 23 October, 2009
REPORTS TO: Co-ordinator, Customer Services

POSITION DIMENSIONS:

This is an administrative position in the Student Services Group of the Directorate of Student Administration and Services (DSAS) at the University of New England. The Directorate services over 18,000 students (4,000 Internal and 14,000 external). Approximately 2,000 students reside on-campus in the residential system. This position is responsible for servicing the total student population.

The Directorate meets the administrative needs of students, members of UNE communities and external agencies by providing expertise and management in award structure and academic policy, and facilitating the links, information and infrastructure which enables students to enroll and progress to graduation.

POSITION OBJECTIVE:

The Customer Service Officer provides the first point of contact for student enquiries, through face-to-face, telephone and online services and support. They provide the specialist knowledge, skills, resources and processes necessary to ensure the Directorate delivers quality customer service and advice to all clients, both within the University and externally.

DUTIES

Under limited supervision, undertake the following:

1. Provide a quality customer service experience to all enquirers, responding to routine and moderately complex enquiries from prospective and current students, members of the public and University staff through face to face, telephone and online communication channels. This may involve the interpretation and provision of routine advice on University policies and procedures, referring to appropriate academic or administrative areas as required.

2. Collect and provide information and advice to Schools/Faculties, allowing for accurate and well informed decisions to be made regarding progression through the student life-cycle (eg. student admission, enrolment and progression). This includes:
 - a. The data entry and collection of student related information and generation of reports obtainable from local databases.
 - b. Provision of administrative support (including interpreting standard policies/rules, preparation of standard correspondence) for a range of student support and progression functions including Admissions; Advanced Standing; Scholarships and Prizes; Show Cause, Enrolment and progression functions, as required.
3. Maintain up to date knowledge of legislation, rules and policies necessary to deliver the outcomes relevant of the position.
4. Input, interpret and maintain accurate records on the University's student and academic management system, record management systems and other electronic systems. Provide support for online services as appropriate to the Directorate.
5. Provide support and attend where required, student related University wide activities such as information days, orientation etc.
6. Be responsible for ensuring the University's policies and procedures relating to equal opportunity, risk management, records management, occupational health and safety and quality assurance are applied in relation to the responsibilities of this position.

QUALIFICATIONS AND SELECTION CRITERIA

1. Completion of a diploma level qualification; or completion of a Certificate IV with relevant work experience; or completion of Certificate III with extensive relevant work experience; or an equivalent combination of relevant experience and/or education/training.
2. Demonstrated analytical, organisational and problem-solving skills, with strong attention to detail and the ability to identify problems and deliver quality outcomes to customers.
3. Demonstrated high level interpersonal and oral communication skills, as well as excellent client service skills and the ability to liaise at all levels
4. Proven ability to work as part of a team.
5. Proven understanding of the benefits and nature of corporate information systems.
6. Demonstrated ability to manage and effectively store and retrieve relevant information when required.
7. Demonstrated ability to maintain strict confidentiality.
8. Awareness of occupational health and safety, risk management, quality assurance and EEO principles as they relate to this position.