

POSITION DESCRIPTION – General Staff For levels 1 to 5

Position Title: Casual Client Service Representative Level: Casual rate
Faculty/Division: Client Service Department/Location: Academic Registrar's Division (ARD)

Primary purpose of the position:

This position is located in Client Service which forms part of the Academic Registrar's Division. Client Service is responsible for the provision of client service to students and staff of the University. The Client Service Representative is the primary first point of contact for information and customer service for UOW students and external clients. A commitment to customer service excellence and continual improvement is essential. This position also requires the ability to comprehend and effectively communicate University policies, procedures and concepts to the variety of clients.

Casual hours range from 3 to 30+ hours a week, depending on demand and performance.

Position Environment:

Client Service is the unit within the Academic Registrar's Division (ARD) responsible for delivering excellence in customer service across the University. The major business areas of ARD include (i) Client Service, service delivery to University students, (ii) Business Solutions, ensuring delivery of major student life cycle elements (iii) Policy & Governance, facilitation of governance within the University (iv) Corporate Governance, (v) Student Systems and (vi) Enterprise Content Management, management of University website, records and digital signage network and (vii) Strategy, delivery of new initiatives to improve the student experience.

ARD operates under the University's Administration Quality Management System (QMS) that is certified to ISO 9001:2008.

Major Responsibilities:

Tasks	Percentage of time	Office Use Only
1. Provide exceptional customer service to students and other stakeholders in matters related to the student's lifecycle and to UOW policies, procedures and services (via face to face, email and telephone enquiries and other channels).	70%	<input type="checkbox"/>
2. Undertake processing of student lifecycle functions.	10%	<input type="checkbox"/>
3. Support UOW student functions such as orientation, enrolments and graduation.	5%	<input type="checkbox"/>
4. Assist with the promotion of services available to students and stakeholders.	10%	<input type="checkbox"/>
5. Undertake any other duties as within the range of skills normally employed by an officer of this classification.	Ongoing	<input type="checkbox"/>
6. Observe principles and practices of Equal Employment Opportunity.	Ongoing	<input type="checkbox"/>
7. Have WHS responsibilities, accountabilities and authorities as outlined in the WHS Duties and Responsibilities Document .	Ongoing	<input type="checkbox"/>

Reporting Relationships:

Position Reports to: Team Leader Client Service for day-to-day operations and rostering and Senior Manager, Client Service for all other workplace matters

The position supervises the following positions: N/A

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Demonstrated experience in the provision of excellent client service.
- Proficient knowledge of the MS Office suite of products (i.e. Word, Excel).
- Excellent oral and written communication skills.
- Demonstrated ability to effectively communicate and interact with individuals from a variety of cultural and non-English speaking backgrounds.
- Ability to solve problems and exercise judgement in a fast-paced work environment.
- Ability to establish and maintain effective working relationships with a variety of key stakeholders and work harmoniously within a team.

Desirable:

- Proven ability to identify and propose process improvement solutions.
- Fluency/proficiency in another language (ideally Mandarin).

SELECTION CRITERIA - Education and Experience:

Essential:

- A TAFE-level qualification in a related area and/or an equivalent combination of relevant experience and/or education/training.

Personal Attributes:

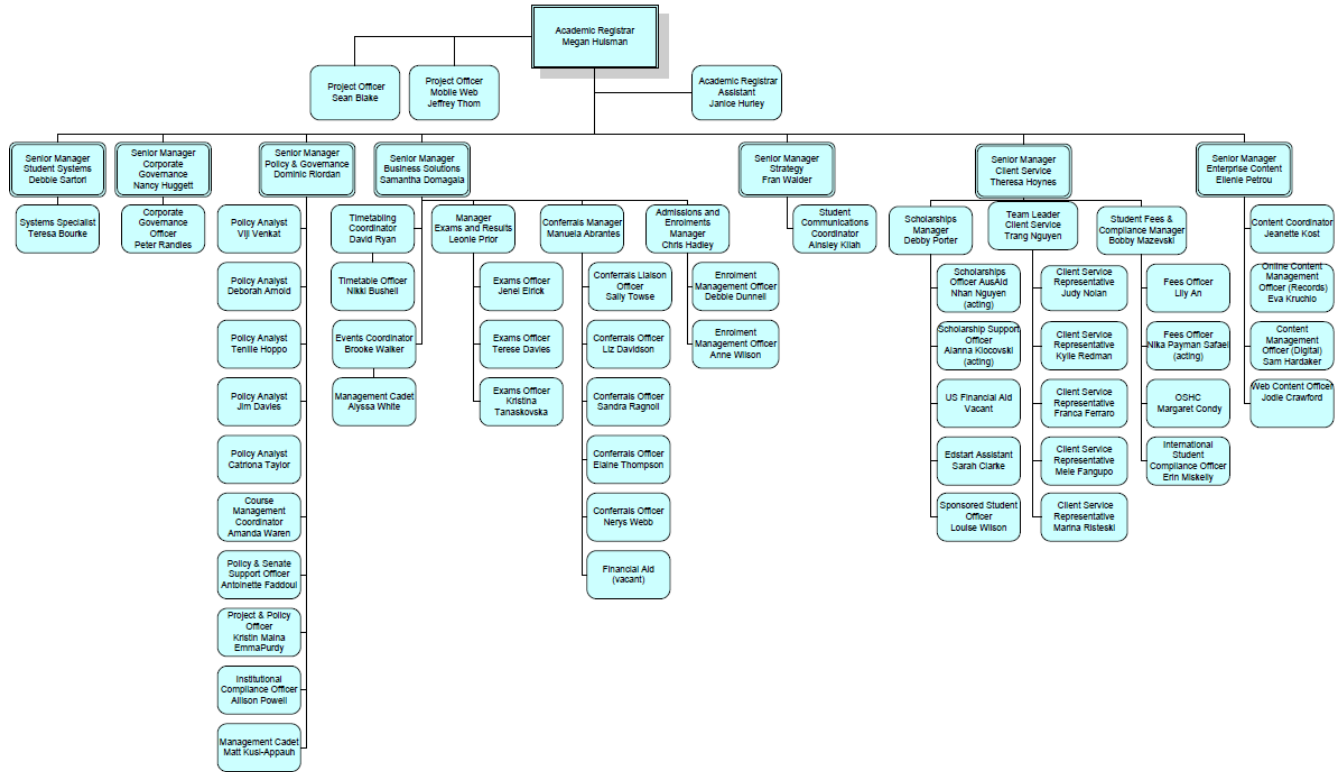
- Capacity to work effectively and professionally under pressure
- Openly respects individual differences
- Takes pride in work and surroundings

Special Job Requirements:

The successful applicant will be able to work extended hours when necessary.

Organisational Chart:

ARD Organisational Structure – October 2012



Approval:

Approval by Head of Unit: Theresa Hoynes, Senior Manager Client Service

Date: _____

Approval by Dean/Director: Megan Huisman, Academic Registrar

Date: _____

Approved by Human Resources: _____

Date: _____