

POSITION DESCRIPTION – Professional Services Staff For levels 1 to 5

Position Title: Client Service Assistant Level: 3/4
Faculty: Faculty of Business Location: Sydney Campus

Primary purpose of the position:

The Client Service Assistant will provide professional customer service and administrative support to the students, staff and visitors of Sydney Business School, Sydney Campus. The position requires professionalism, exceptional service standards and a proactive approach to work practices. It will contribute to the ongoing quality assurance and improvement of the support services within the Sydney Business School, Sydney Campus.

Position Environment:

The prestigious Sydney Business School is a school of the University of Wollongong/Faculty of Business. The School provides undergraduate, postgraduate coursework, research degrees and specifically developed executive programs. Student Services is the focal point for all students, staff and visitors at the Sydney campus and provides exceptional support services that create a positive, professional and friendly environment to all key stakeholders.

Major Responsibilities:

Tasks	Percentage of time
1. Administrative Coordination of the Executive MBA (EMBA) program: Providing administrative support to the EMBA Course Director, coordinating enrolment and other student administrative activities and enquiries of the EMBA cohorts, preparing for intensive weekend classes (organising catering, attending to Lecturer and Course Director teaching requirements), organising orientation activities, organising offshore travel for the cohort (bookings flights, accommodation and teaching facilities, liaising with companies to arrange site visits, preparing schedule and other activities as requested by the Course Director)	25%
2. Administrative duties: Student services including student enquiries, payment processing, processing of student forms, campus opening and closing procedures, checking mail, basic IT support, Records management, client service to all key stakeholders	25%
3. Other: Other duties assigned by management	25%
4. Other: Ensure up to date knowledge of processes and procedures.	25%
5. Supervisory roles: Communicate and consult with staff on workplace and staffing matters.	Ongoing
6. Observe principles and practices of Equal Employment Opportunity	Ongoing
7. Have WH&S responsibilities, accountabilities and authorities as outlined in the http://staff.uow.edu.au/ohs/commitment/responsibilities/ document	Ongoing

Reporting Relationships:

Position Reports to: Sydney Campus Manager, Sydney Business School

The position supervises the following positions: NIL

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Demonstrated capacity to exercise independence and initiative in planning and prioritising work activities and meeting deadlines
- Demonstrated excellent organisational and administrative skills
- Proven customer services skills
- Demonstrated ability to effectively communicate within a cross cultural environment
- Demonstrated strong problem solving skills
- Demonstrated skills in word processing, spread sheets and databases

Desirable:

- Knowledge and skills in using University systems
- Sound understanding of University operations, policies and procedures
- Ability to provide basic IT support

SELECTION CRITERIA - Education and Experience:

Essential:

- Completion of a relevant certificate with subsequent relevant work experience or combination of experience and/or education/training deemed to be equivalent
- Demonstrated experience in contributing to a team environment
- Demonstrated experience in working in a high demand customer service environment
- Extensive administrative experience
- Demonstrated ability to use initiative with a pro-active approach to work practices

Desirable:

- Previous experience in a tertiary education environment

Personal Attributes:

- Customer focused
- Excellent interpersonal skills
- Eager to take on new challenges
- Able to make positive contributions in a team environment and value opinions of others
- Demonstrated commitment to EEO

Special Job Requirements:

May be required to work outside of standard business hours or across campuses and research partner facilities.

Organisational Chart:

Organisational chart coming soon

Roles and Responsibilities in Relation to Workplace Health and Safety:

The University of Wollongong is committed to providing a safe and healthy workplace for its workers, students and visitors. All members of the University community have a collective and individual responsibility to work safely and be engaged in activities to help prevent injuries and illness.

In addition to the major accountabilities/responsibilities required for your position, you also hold the following roles and responsibilities in relation to Workplace Health and Safety:

All Staff

- Take reasonable care for your health and safety as well as others.
- Comply with any reasonable instruction by the University.
- Cooperate with any reasonable policies and procedures of the University including reporting of hazards or incidents via the University reporting process.
- Certain staff have specific responsibilities for Work Health and Safety (WHS), further information is available in the document [Roles And Responsibilities for WHS](#) and [WHS Management System](#).

Inherent Requirements:

This position description outlines the major accountabilities/responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.

Inherent Requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job;
- Meet the productivity and quality requirements of the position;
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

If you have any injuries, illness, disorder, impairment, condition or incapacity that may affect your ability to perform the inherent requirements of the position, we encourage you to discuss this with the University to assist in the process of identifying reasonable adjustments to enable you to perform the duties of the position. The University wants to place you in the best situation to use your skills effectively in the position you are applying for at the University.