



POSITION DESCRIPTION

JOB TITLE	Customer Service Officer
REPORTING TO	Manager – Customer Services
DIVISION	Education
LOCATION	Sydney
JOB PURPOSE	<p>To provide high quality, customer service to members and students with a focus on member registration and service, student enrolments and progress.</p> <p>A high level of responsibility for the maintenance of relevant databases and the coordination of more complex monthly processes, payments and member/student administration.</p> <p>Within the Department individual staff may be focused primarily on students or members although all staff will have some contact with both.</p>
ROLE REQUIREMENTS AND RESPONSIBILITIES	<ul style="list-style-type: none">• Actively support quality systems whilst maintaining a high standard of work• Continually strive to achieve high levels of accuracy in all aspects of work• Portray a positive attitude and professional image to all customers (internal and external) and the team <p><i>Administrative responsibilities</i></p> <ul style="list-style-type: none">• Respond to staff and customer enquiries regarding courses, membership and other ACN activities• Produce correspondence and reports in a timely and accurate manner according to ACN policies• Complete database entries for course or membership applications in a timely and accurate manner• Collate evaluation data and produce draft reports from templates• Log and acknowledge correspondence and official documents as required• Document administrative procedures, file correspondence and maintain records as required.• Create master files as required and file official records according to ACN policy

	<ul style="list-style-type: none"> • Work with Manager to maintain, review and cull files according to the Records Management Policy • Willingness to undertake travel for work purposes if required. • Other duties allocated in accordance with the employee’s range of skills, competence, training and experience or as part of a training/development plan. <p>Compliance</p> <ul style="list-style-type: none"> • Comply with all ACN policies, procedures and relevant legislation. • Maintain a contemporary knowledge of and actively practice principles of Work Health and Safety and Equal Employment Opportunity. • Demonstrate a commitment to the principles of risk management and customer focus. • Act within the confines of legal, ethical and moral boundaries. • Demonstrate a commitment to the principles of risk management and customer focus
FINANCIAL DIMENSIONS	As per the Delegation Manual
PERSONNEL SUPERVISED	Nil
SELECTION CRITERIA	<p>Essential Criteria</p> <ul style="list-style-type: none"> • Demonstrated high-level computer skills and proficiency in the use of Microsoft Office software. • Proven ability and willingness to work collaboratively with a diverse group of internal and external customers. • Demonstrated high-level written and verbal communication skills. • Proven problem solving and time management skills. • Demonstrated ability to multi-task in a high volume and deadline driven environment whilst maintaining a high standard of work. • Clerical/administrative experience and a thorough knowledge of office procedures • Strong word processing and data entry skills (minimum typing speed of 50 wpm and a demonstrated ability to learn new software packages) • Excellent communication and interpersonal skills, including an excellent telephone manner and the ability to interact positively with staff, students and the public • Demonstrated ability to contribute positively to a small administrative team, including the ability to take initiative and to work without supervision • Demonstrated accuracy of work and attention to detail • Substantial experience and interest in working with complex database processes and application. • Excellent understanding and best practice in financial arrangements. • High-level aptitude and demonstration of customer service delivery

	<ul style="list-style-type: none"> • Demonstrated ability to communicate with staff and public at all levels effectively, verbally and in writing, with confidence, friendliness and with an enthusiastic telephone manner • A demonstrated ability to maintain confidentiality. <p>Desirable criteria:</p> <ul style="list-style-type: none"> • Experience with a range of office computer software including email, databases, spreadsheets and advanced word processing • Experience with IMiS or Filemaker Pro or similar. • Experience in a high-volume administrative environment
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • High level of professionalism and presentation standards. • Willingness to align with ACN organisational values and ways of working and being. • Well-developed interpersonal skills particularly in dealing with customer queries and complaints • A desire to communicate with a personable and yet professional manner to ‘connect’ with existing and potential students/members • Strong desire to be part of a high performing team and contribute to values-based leadership and a positive learning organisational culture. • Show initiative, flexibility, adaptability, resilience and organisational skills with a “can do” attitude. • Ability to adapt to change and a capacity to give and receive feedback. • Ability to engage stakeholders and represent ACN in a positive and professional manner. • Outcomes focused and capable of exercising good judgement. • Diplomatic • Willingness to learn • Innovative
PURPOSE BASED INDICATORS	

I acknowledge receipt of this position description and have reviewed the contents.

Signature _____

Date _____