

Position Description – Customer Service Officer

Position Details

Position Title:	Customer Service Officer
Position Number:	
College/Portfolio:	Education
School/Group:	RMIT Connect & Student Life
Campus Location:	City Campus, but will be required to work and/or be based at other campuses of the University.
Classification:	HEW 5
Employment Type:	Continuing
Time Fraction:	0.5 FTE

RMIT University

RMIT is a global university of technology, design and enterprise in which teaching, research and engagement are central to achieving positive impact and creating life-changing experiences for our students.

One of Australia's original educational institutions founded in 1887, RMIT University now has 83,000 students including 12,000 at postgraduate level.

The University enjoys an international reputation for excellence in professional and vocational education, applied and innovative research, and engagement with the needs of industry and the community.

With three campuses in Melbourne (City, Brunswick and Bundoora), two in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain, RMIT is a truly global university. RMIT also offers programs through partners in Singapore, Hong Kong, mainland China, Indonesia and Sri Lanka, and enjoys research and industry partnerships on every continent.

RMIT prides itself on the strong industry links it has forged over its 130-year history. Collaboration with industry is integral to the University's leadership in applied research and education, and to the development of highly skilled, globally focused graduates.

We are a 5-Star university under the QS Stars international evaluation system, and are 16th in the world among universities less than 50 years old (2016–17 QS Top 50 Under 50 index).

In the 2016 QS World University Rankings by Subject, RMIT is 16th in the world (highest ranked in Australia) in Art and Design, and 36th in the world (fourth highest in Australia) in Architecture and the Built Environment. We are also among the world's top 100 universities in Engineering (Civil and Structural; Electrical and Electronic; and Mechanical, Mechanical, Aeronautical and Manufacturing); Accounting and Finance; and Business and Management Studies).

Our research was ranked among the best in the world in the 2015 Excellence in Research for Australia evaluation. RMIT was rated "well above world standard" in 13 fields and "above world standard" in a further nine fields.

Portfolio/Group

The Education Portfolio is headed by the Deputy Vice-Chancellor Education and Vice President who leads the planning and implementation of the University's strategies related to RMIT's academic programs and the RMIT student experience. The Portfolio is responsible for services to support the quality of RMIT programs, including the professional development of academic staff, continuous improvement of the student experience, learning and teaching outcomes and the management of learning and research information sources.

The Education Portfolio plays a key role in empowering students to access education, participate actively in the life of the University and achieve successful and fulfilling lives beyond graduation. The provision of a stimulating and satisfying experience for students is a priority for the University.

RMIT Connect & Student Life

We have three teams committed to transforming the student experience, with two key objectives:

- Improve student experience and sense of belonging
- Improve the ease and effectiveness of student service delivery

Our teams are:

- *Student Life* – who are committed to nurturing and supporting student-led, diverse, inclusive and distinctive experiences, and creative and sporting activities, to help students to belong, to find friends, explore their passion and to find their place at RMIT.
- *Student Service* – who provide information, advice and guidance to students via multiple channels with a commitment to providing high quality support and service to assist students navigate life at university.
- *Student Partnerships* - ensure that the student voice is represented and heard in our University decision-making through working with RMIT University Student Union (RUSU) on a range of issues and priorities and managing the Student Service and Amenities Fee (SSAF).

Led by the Director, RMIT Connect & Student Life, we have a great team of passionate and talented staff working to deliver our objectives.

Position Summary

The role of Customer Service Officer is personified by the phrase "happy to help" and its primary responsibility is to provide the best possible support and advice to students. It plays a vital role enhancing the RMIT student experience.

The successful candidate must relish variety, be ready for challenges and demonstrate empathy and engagement.

Day-to-day you will be providing advice and guidance across all RMIT Connect channels and service points. You will be helping students to explore and understand their options, guiding them through student administrative and student support processes to help resolve any issues or problems.

You will be primarily based at one RMIT Connect location and will be required, within reason, to work at other locations as required by operational need and/or when requested by your line manager.

Reporting Line

Reports to: Customer Service Coordinator

Direct reports: Nil

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge, and the knowledge of their staff, is up to date.

Key Accountabilities

Working within established policies, procedures and guidelines, you will:

- Manage large volumes of enquiries with empathy and engagement to provide administrative and student support services to students and staff in a fast-paced environment.
- Build and nurture collaborative partnerships with areas across the University to achieve timely student outcomes.
- Use sound decision-making skills and judgement to be responsive and solution focused, taking responsibility for student issues.
- Clarify and assess student needs, circumstances and options to provide expert advice on complex issues.
- Actively participate in continuous improvement activities, including providing and receiving feedback for team and individual performance improvement and actively exploring and applying new contemporary ways of thinking and working
- Provide an exceptional service experience through outstanding communication and engagement skills
- Contribute to the teams objectives through a positive, proactive and agile mindset.
- Effortlessly shift between channels and/or locations as required by operational need or as requested.

Key Selection Criteria

We are looking for someone who:

- Is passionate and motivated to deliver high quality customer service.
- Has a high level of emotional intelligence with proven ability to quickly build and maintain good working relationships.
- Learns quickly, with the ability to adapt to, and accurately use and apply, new systems and procedures.
- Displays resilience, working well under pressure, managing tasks and competing priorities in a busy environment.
- Shifts easily between different service channels and locations as demand requires.

Qualifications & Experience

Appointment to this position is subject to passing a **Working with Children Check**.

Endorsed:	Signature: Name: Title: Customer Service Coordinator Date:	Approved:	Signature: Name: Anne Grahame Title: Associate Director, Student Services Date:
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