

Position Description – Customer Service Officer

Position Details

Position Title:	Customer Service Officer
Position Number:	NEW
College/Portfolio:	Science Engineering and Health (SEH)
School/Group:	Academic Services
Campus Location:	Based at the Bundoora campus, but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 5 <i>Salary Schedule: http://www.rmit.edu.au/browse;ID=ewhlt73t01</i>
Employment Type:	Continuing
Time Fraction:	1.0 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.

www.rmit.edu.au

The College comprises four Schools delivering a broad range of programs in science, engineering, health and technology at apprenticeship, certificate, bachelor, masters and PhD levels. Many programs articulate between vocational and higher education, creating pathways for further study. There is a vibrant research community attracting funding from a range of government and industry sources. The College has an annual income of approximately \$425 million and employs over 1,000 staff providing on and offshore programs to approximately 20,000 students.

RMIT University is an Athena SWAN member and the College of Science, Engineering and Health is central to driving improvements in gender equality, diversity and inclusion, particularly in the Science, Technology, Engineering, Mathematics and Medicine (STEMM) disciplines.

Details about the College may be found at: www.rmit.edu.au/seh

Position Summary

The Customer Service Officer is responsible for providing timely, consistent and accurate information and advice to customers and ensures a high-quality service is provided through various channels, as a member of the Contact Team at the College of Science, Engineering and Health. The position requires the ability to deal effectively with both routine and more complex enquiries relating to College's programs, across all modes and locations; utilises and actively contributes to further development of University systems and processes; and works collaboratively with other members of the Contact Team, SEH Academic Services, wider Student Lifecycle Services Teams and key stakeholders to ensure effective academic administration.

Please note this role may be required to work extended and/or flexible hours during high volume peak periods

Reporting Line

Reports to: Customer Services Coordinator

Direct reports: 0

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 is up to date.

Key Accountabilities

1. Provide an exceptional front-line service experience through outstanding communication and engagement which delivers timely, customer-focused, high quality, advice and support for College of Science, Engineering and Health courses and programs, including all aspects of academic administration for students, staff and the public.
2. Handle large volumes of enquiries with empathy and engagement in a fast-paced environment using a case management approach, ensuring a thorough review of options, proactive internal investigations and providing clear, guided and timely advice
3. Align with RMIT Connect practice and protocols to ensure consistency and seamless service.
4. Use sound decision-making skills and judgement to be responsive and solution focused, taking responsibility for student issues.
5. Adopt an agile approach to learning new systems, databases and processes to assist with the streamlining of operational tasks.
6. Work collaboratively as an effective and flexible member of the team; meeting team standards, by completing tasks in an accurate and timely manner; and working collaboratively to provide support to all team members.
7. 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
8. Build and nurture collaborative partnerships with areas across the College and University to achieve timely student outcomes.
9. Effortlessly shift between channels and/or locations as required by operational need or as requested.
10. Other duties as directed within the scope of this classification.

Key Selection Criteria

1. Demonstrated experience and motivation in the provision of high-quality customer service, including sound knowledge and consistent application of relevant policy and procedures.
2. Demonstrated strong written and verbal communication skills, including the ability to communicate effectively with people from a range of cultural backgrounds
3. Well-developed interpersonal and problem-solving skills with the ability to take the initiative in identifying and pursuing opportunities to improve existing practices and services.
4. Ability to build and maintain effective and productive relationships with a wide range of groups, both internal and external to the University.
5. Demonstrated experience of adapting to new technologies or systems
6. Proven ability to work effectively as a flexible team member committed to achieving own and work team goals and priorities, and to continuous improvement.
7. Ability to prioritise tasks and meet deadlines in a demanding environment with the ability to shift easily between different service channels and locations as demand requires.

Qualifications

Relevant tertiary qualifications and/or experience

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

Endorsed:	Signature: Name: Ms Helen Macmahon Title: Senior Manager, Academic Services Date: September 2019	Approved:	Signature: Name: Mr Paul Brown Title: Director, Planning & Resources Date: September 2019
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