

Position Description

Senior Officer Customer Care

Position No:	50146733
Business Unit:	Student Experience
Division:	Advising
Department:	Customer Care
Classification Level:	HEO5
Employment Type:	Full Time, Fixed Term to 3 April 2023
Campus Location:	City Campus
Other Benefits:	www.latrobe.edu.au/jobs/working/benefits
Further information about:	La Trobe University - www.latrobe.edu.au/about

Position Context/Purpose

The purpose of Customer Care / ASK La Trobe is to provide a positive student experience that contributes to student success, retention and progression. ASK La Trobe staff provide frontline service to enrolled students at La Trobe University across all campuses. The team provides timely, helpful and professional advice via a range of channels including face to face in Help Zones, phone, online enquiries, live chat, and virtual drop in (Zoom Room). Team members work either front of house (student facing areas) or back of house in the virtual and call centre.

Duties at this level will include:

- May interpret procedures to assist others and will make recommendations, where relevant case experiences arise, to more senior staff on changes to procedures, schedules or routines to facilitate good relations between work units or with clients.
- Monitors and maintains records/reports to meet both internal and external requirements.
- Performs tasks/assignments which require proficiency in the work area's rules, regulations, processes and techniques, and how they interact with other related functions.
- Performs tasks which require knowledge of the standard application of theoretical principles, procedures and techniques at the level of an inexperienced graduate working in their field or expertise.
- Identifies operational improvements. Designs and/or delivers a variety of service support mechanisms (e.g. training/promotional materials, system modifications) to maximise service quality, efficiency and continuity.
- Requires judgement based on theoretical and technical knowledge pertaining to a range of differing situations. Exercises initiative in the application of systems and procedures.

Specific duties for this position

- Deliver an end to end customer experience through supporting all incoming enquiries (phone, face to face, CRM, virtually via zoom).
- Promptly and professionally respond to and resolve queries using comprehensive knowledge and available resources, ensuring timely and accurate information is conveyed to customers.
- Liaise, communicate and build positive relationships within other divisions associated with student support services in order to coordinate and improve advisory knowledge and ensure seamless referral processes are employed.
- Proactively develop, maintain and apply a thorough working knowledge of business-related information including; programs, policies and procedures and ensure all university regulatory and procedural requirements are met.
- Undertake and contribute to projects which support the ongoing continuous improvement that support improved student experience.
- Other duties as requested by Manager/Senior Coordinator, Customer Care.

Essential Criteria

Skills and knowledge required for the position

- Completion of a degree without subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Excellent communication and interpersonal skills, with a demonstrated customer service focus and solution orientated approach.
- Demonstrated depth or breadth of expertise developed through extensive relevant experience and application.

- Demonstrated ability to gain a conceptual understanding of relevant policies, procedures or systems and interpretation in the application of policy and/or precedent.
- Demonstrated ability to set priorities and monitor workflows within own area of responsibility.
- Demonstrated capacity to organise work effectively and efficiently and deliver outputs in a timely manner.
- Demonstrated ability to work independently, follow established procedures with limited supervision and contribute positively to an effective team.
- High level proficiency in computer software packages including word processing, spreadsheets, databases, electronic mail, and the use of the internet as a research tool. Knowledge of La Trobe University systems is preferred e.g. SIS1, OneStop, Studylink, Oracle RightNow (CRM), Allocate+, StudentOnline.
- Knowledge of student policies and processes such as enrolment, taking leave, paying fees, special consideration, remission of debt, and the willingness to research and apply knowledge of student processes.

Capabilities required to be successful in the position

- Ability to demonstrate self-awareness, see things from another person's perspective and actively seek out and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, recognise the value of diversity and model accountability, connectedness, innovation and care.
- Ability to think creatively, explore new ideas and respectfully challenge existing practices in order to improve current ways of working.
- Ability to enable a safe, inclusive, high-performing team culture, prioritising staff mental health and wellbeing.
- Ability to cultivate and create space for creativity, continuously reviewing and identifying improvements to local work practices.
- Ability to build a culture of continuous improvement, implementing ideas generated by team members.

Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to University goals and priorities, activities or focus of the job.

Position Flexibility

La Trobe University is committed to providing a diverse, inclusive and respectful working environment for all staff. We offer flexible work arrangements that can assist you in balancing your work and other responsibilities.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.

- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

We are forward-looking and culturally inclusive. We continuously review, improve and transform our processes to embrace new, flexible approaches. That means you'll always have the opportunity to succeed and make a difference.

La Trobe's Cultural Qualities:



We are accountable

We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.



We are connected

We connect to the world outside – the students and communities we serve, both locally and globally



We are innovative

We tackle the big issues of our time to transform the lives of our students and society.



We care

We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities

For Human Resource Use Only

Initials: Date: