POSITION DESCRIPTION

Position Title: Enquiries Officer
Organisation Unit: UQ Graduate School
Type of Employment: Full time continuing
Classification: Hew Level 4

THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver knowledge leadership for a better world.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (65). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland’s highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The University of Queensland has supported over 15,000 students in their academic pursuit to attain a higher degree by research (HDR). With over 2,000 research experts and a reputation world-wide as an elite research institution, UQ provides research candidates with every advantage.

More than 4,400 students are currently undertaking a higher degree by research at UQ under the support and guidance of the UQ Graduate School. The Graduate School has academic responsibility for managing admissions, providing research scholarships, supporting students during their candidature, and facilitating the examination of theses. The Graduate School coordinates year-round skills training, supports infrastructure and research facilities, and provides opportunities to accelerate career development for HDR candidates.

Information about the UQ Graduate School may be accessed at https://graduate-school.uq.edu.au/

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

Duties

This position is responsible for providing exceptional customer service for stakeholders of the UQ Graduate School and will be the central point of contact for all enquiries. This position will also provide some general administrative support to the Graduate School, including orders and some operational support. The position is a key role in ensuring the provision of a high standard of administrative services from the Graduate School by providing a client focused experience.

Duties and responsibilities include, but are not limited to:

- Provide strong customer focused enquiries management, via a client management system, telephone or in person, and liaising with other staff members as needed.
- Support operation and general office logistics including orders, mail, key register, room bookings and arranging repairs and service assistance when required.
- Provide administrative support to the Enquiries Coordinator as required, including assisting with travel bookings.
- Provide administrative support to other Graduate School staff in the event of their absence or peak workload demands.
• Other duties within the scope of the role as directed.

**Other**
Ensure you are aware of and comply with legislation and University policy relevant to the duties undertaken, including but not exclusive to:
• the [University’s Code of Conduct](#)
• requirements of the Queensland occupational health and safety (OH&S) legislation and related [OH&S responsibilities and procedures](#) developed by the University or Institute/School
• the adoption of sustainable practices in all work activities and compliance with associated legislation and related University [sustainability responsibilities and procedures](#)
• requirements of the Education Services for Overseas Students Act 2000, the National Code 2007 and associated legislation, and related [responsibilities and procedures](#) developed by the University

**Organisational Relationships**
The position reports to the Enquiries Cordinator, UQ Graduate School.
SELECTION CRITERIA

**Essential**

- A Diploma level qualification with relevant work related experience in the area of customer service; or a combination of relevant experience, education and training in a service role.
- Excellent customer service skills.
- High level of written, oral and interpersonal skills, including the ability to effectively liaise with people at all levels of the organisation.
- High level computer literacy with experience in data entry and the demonstrated ability to rapidly acquire an understanding of new corporate systems.
- Experience in a customer service/enquiry role, with the ability to effectively respond via telephone, in person and in writing.
- Strong time management skills, with the ability to prioritise tasks to ensure that deadlines are met, whilst demonstrating accuracy and strong attention to detail.
- Demonstrated ability to adapt to changing needs.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.