POSITION DESCRIPTION

Position Title: Customer Service Assistant
Organisation Unit: Institute for Teaching and Learning Innovation (ITaLI)
Position Number: 3012216
Type of Employment: Fixed term, full time (Part time hours negotiable to 80% FTE)
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 $11 billion+ (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 Institute for Teaching and Learning Innovation (ITaLI) is taking a leading role in teaching and learning, professional education and innovation. ITaLI is an integrated teaching, research and service delivery centre for teaching and learning practices at UQ. ITaLI seeks to establish and maintain a flexible operating structure to drive and support innovation and excellence for these activities.

Directed by the Pro-Vice-Chancellor (Teaching and Learning), ITaLI provides leadership, engagement and advocacy in educational innovation, teaching excellence and learning analytics, and aims to transform teaching and learning across the University through the delivery of faculty and executive prioritised, teaching and learning projects and services, including support to deliver UQ’s Student Strategy. ITaLI addresses critical areas of unmet need in teaching and learning by bridging the gap between the exponentially-expanding discipline of higher education teaching and the increasing complexity of teaching to assist University teaching staff and improve the learning experience of students.

Information about ITaLI may be accessed on the Institute’s web site at www.itali.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

The Customer Service Assistant is the first point of contact for visitors to the Learning Innovation Building and is responsible for providing administrative support to ITaLI. These responsibilities specifically include servicing the reception desk, assisting with bookings, catering and events, administering internal and external contact databases, processing building access applications and other administrative tasks as required.

The Customer Service Assistant will provide relief for the Executive Assistant to the Pro-Vice-Chancellor (Teaching and Learning) during planned and unplanned leave.
Duties

Duties and responsibilities include, but are not limited to:

Reception Duties
- Attend the reception desk and provide proactive assistance to ITaLI personnel and visitors.
- Ensure all policies and procedures relating to the provision and removal of building access are complied with.
- Document any local practices that are specific to ITaLI.
- Provide executive support to the Pro-Vice-Chancellor (Teaching and Learning) during planned and unplanned leave of the Executive Assistant.
- General administrative tasks as requested.

Bookings and Events
- Manage bookings for ITaLI’s administrative resources including meeting rooms and parking spaces.
- Organise and confirm arrangements for catering, room set up and parking.

General administration
- Other administrative tasks as requested.

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 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 Deputy Director (Strategy and Operations).
SELECTION CRITERIA

**Essential**

- Completion of a diploma level qualification with relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated experience in a customer service role with the ability to provide a high level of customer service
- Demonstrated experience providing administrative support to executive roles
- Experience using Microsoft Office packages and other databases with proficiency in word processing and spreadsheet applications
- Experience managing reception for a large organisation
- Capacity to liaise effectively with a range of people, including staff, students and visitors
- Demonstrated exemplary interpersonal skills in a client-focused environment
- Excellent organisational skills with the ability to work autonomously as well as in a small team
- Excellent written communication skills with experience documenting procedures and guidelines
- High level of accuracy and attention to detail with the ability to multitask
- Capacity to meet deadlines and to follow tasks through to completion
- Ability to maintain confidentiality

**Desirable**

- Experience working in a higher education or equivalent research focused organisation

The University of Queensland values diversity and inclusion.

Applications are particularly encouraged from Aboriginal and Torres Strait Islander peoples. Applications are also encouraged from women. This role is a full-time position; however flexible working arrangements may be negotiated.