### Position Description

**College/Division:** Residential Experience Division  
**Faculty/School/Centre:**  
**Department/Unit:** Accommodation Services  
**Position Title:** Accommodation Enquiry Officer  
**Classification:** ANU Officer 2/3 (Administration)  
**Position No:**  
**Responsible to:** Senior Accommodation Officer  
**Number of positions that report to this role:** Nil  
**Delegation(s) Assigned:**

### PURPOSE STATEMENT:

The Residential Experience Division provides services across the University Residential Portfolio providing accommodation services for more than 5000 students residing across 18 Residences located on the ANU Acton campus.

The Accommodation Enquiry Officer will support Senior Accommodation Officer to ensure the performance and delivery of all student accommodation reservations, occupancy agreements, system policy and processes and will contribute to the implementation and delivery of improved Residential Services at the University.

### KEY ACCOUNTABILITY AREAS:

**Position Dimension & Relationships:**

The Accommodation Enquiry Officer will ensure that a proactive and forward facing support service is provided to students, residents and other stakeholders. Providing frontline response to enquiries including fielding, in person, telecom and email enquiries including follow up calls to residences and students to ensure full occupancy. The Accommodation Enquiry Officer performs other administrative duties and support under direction of the Senior Accommodation Officer including running reports, updating the residential management system, seeking information from residences and preparing student support documentation.

**Role Statement:**

Under broad direction from Senior Accommodation Officer, the Accommodation Enquiry Officer will:

- Act as the first point of contact for external future and current resident enquiries by:
  - responding to incoming and initiating outbound written correspondence and phone calls in a timely fashion to the students that require accommodation on campus.
  - providing informed suggestions on the ANU residential application processes and other relevant information in relation to accommodation on campus.
  - adhere to team processes and customer service guidelines, ANU Policies and Procedures.
  - escalating more complex enquiries when needed.
- Provide campus tours to external stakeholders, including prospective students
- Represent the accommodation services team at events and in residences
- Assist the supervisor and/or manager in the implementation and roll-out of various local or University-wide residential experience projects.
- Build networks within the campus Residential, Marketing and Student Recruitment community, fostering collaboration across services.
- Provide assistance for the day-to-day running of the reception and administrative services including, but not limited to: answering and/or redirecting enquiries, and using the residential management system StarRez.
- Comply with all ANU policies and procedures, in particular those relating to work health and safety and equal opportunity.
Preform other duties as directed, consistent with the classification level of the position in line with the principle of multi-skilling and ANU professional staff classification descriptors.

SELECTION CRITERIA:
1. Be currently enrolled as a student at ANU with a minimum of one year left to your degree
2. Demonstrated experience working with customers and the ability to direct them to appropriate support material.
3. Sound knowledge of customer service and the ability to communicate organisational policies, procedures in an effective manner.
4. Demonstrated high level of customer service and communication skills with an ability to write clearly and concisely, while consulting and liaising with a wide range of stakeholders in a culturally diverse environment.
5. Demonstrated organisational skills and attention to detail, with an ability to prioritise own workload and to work effectively both independently and as part of a team.
6. Demonstrated computer skills with experience using a broad range of office and marketing automation tools and proficiency using the MS Office suite. Knowledge in an accommodation reservation system such as StarRez will be highly regarded.
7. Competency or fluency in a major world language other than English would be highly regarded, but is not essential.
8. Demonstrated understanding of equal opportunity principles and policies and a commitment to their application in a university context.

The ANU conducts background checks on potential employees, and employment in this position is conditional on satisfactory results in accordance with the Background Checking Procedure which sets out the types of checks required by each type of position.

Supervisor/Delegate Signature: Date:
Printed Name: Uni ID:

References:
Professional Staff Classification Descriptors