

<b>POSITION TITLE</b>	Client Services Officer (Call Centre – UTAS Connect)
<b>COLLEGE/DIVISION</b>	Academic Division
<b>SCHOOL/SECTION</b>	UTAS Connect - Student Experience
<b>CAMPUS</b>	Hobart
<b>CLASSIFICATION</b>	HEO 4
<b>DATE</b>	May 2019

### **POSITION SUMMARY**

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social and culture future of Tasmania, and from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision is dependent on the people we employ as well as creating a University that is values-driven, relational, diverse, and development-focused.

The University of Tasmania aims to be among the top echelon in research led universities in Australia, recognised as a leading institution in learning and teaching excellence. As part of this agenda, the University aspires to excellence in the student experience and values the provision of academic services and student support as fundamental to that experience. Student experience is critical to the business of attraction, retention and articulation of students and therefore vital to marketability, online and on campus growth and financial sustainability. The Student Experience portfolio within the Academic Division has a central role in the coordination, oversight and facilitation of the University's high impact student experience, academic administration and support services.

The Call Centre forms part of UTAS Connect within the Student Experience portfolio and is dedicated to the provision of a broad suite of 'student services' and the delivery of an enhanced student experience.

The Call Centre provides a 'one stop shop' for all students, integrating the first tier services provided to domestic and international student cohorts and incorporating a wide range of student administration, academic administration and support service functions via phone, email, and web-based enquiries.

The Client Services Officer (Call Centre – UTAS Connect) plays a critical role and is at the centre of student experience and the student-centric service model providing quality reception, client consultation, student information, course information, advice and support services. Client Services Officer (Call Centre – UTAS Connect) is responsible for:

- Providing exceptional customer service, responding effectively and efficiently to: phone, email, web-based enquiries and chat functions
- Providing high impact student experience through delivering accurate information in a timely fashion, prioritising the need for first contact resolution.
- Achieving the defined level of first-contact resolution rate for all enquiries across the study lifecycle, then using case management, appointments and referrals to resolve all enquiries in a fast-paced environment
- Providing feedback and input, then undertaking strategies based on enquiry trends and service improvements

The incumbent is expected to have contact centre experience, proven ability to reach productivity and a strong customer service focus.

The incumbent may be required to attend out of hours activities or to attend enquiries received via other modes including face to face, and the ability to take annual leave at certain times of the year may also be restricted.

#### POSITION RELATIONSHIPS

<b>Supervisor</b>	Call Centre Team Leader
<b>Direct reports</b>	Casual staff or Client Services Assistance with annualised fraction arrangement, if required
<b>Other</b>	<p>The Client Services Officer (Call Centre – UTAS Connect) must interact effectively with a wide range of students and stakeholders and operate as part of the UTAS Connect team. The position is expected to establish relationships with:</p> <ul style="list-style-type: none"> <li>• Prospective, current and former students</li> <li>• University academic and professional staff, particularly those across the Student Experience, broader Academic Division, the Division of Chief Operating Officer including Student Operations, Faculties, Colleges, Schools and Institutes, IT Services, Financial Services and Commercial Services and Development</li> <li>• External stakeholders</li> </ul>

#### KEY ACCOUNTABILITIES

1.	Respond effectively and efficiently to enquiries primarily by phone but also email and other online means; identify and resolve problems with a range of service methods including first contact resolution, enquiry case management, and referral.
2.	Provide accurate information to clients about student lifecycle related enquires including student administration, academic administration and support service functions via phone, email, CRM and web-based enquiries; UTAS procedures and policies; liaise with staff involved in 1st year activities to promote a cohesive transition experience for commencing students, including facilitating Enrolment help sessions where required.
3.	Achieve the defined level of first-contact resolution rate for all enquiries across the study lifecycle and deliver KPIs
4.	Analyse enquiry traffic and feedback from clients to determine root causes and appropriate responses to enhance the client experience.
5.	Under the guidance of the team leader, develop and maintain Call Centre procedural, reference and training documentation, ensuring to focus on the monitoring, implementation, continuous improvement and review of high-quality customer service standards; train other staff in the use of University systems and procedures.
6.	Work collaboratively with the Call Centre team, team leader and UTAS Connect in order to ensure that a consistently high level of service is provided whilst working within tight timeframes, and the team's KPI targets are met.
7.	Enhance and promote knowledge of University of Tasmania administrative processes, as well as contributing to this team's planning, strategic initiatives and operational activities.
8.	Other appropriate tasks as required.

#### DECISION MAKING AUTHORITY/LEVEL OF RESPONSIBILITY

The position operates under the general direction of the Call Centre Team Leader for the majority of tasks; and the decisions are to be made within the scope of established policies and guidelines. The incumbent is required to work with a degree of autonomy and determines priorities to ensure that deadlines are met and assigned deliverables are achieved. The incumbent is regularly required to use initiative and judgment, to be innovative, and will have access to confidential material.

## **POSITION CRITERIA**

### **Essential Requirements**

1. Completion of Year 12 and demonstrated Call Centre experience; OR an equivalent combination of relevant experience and education/training.
2. Evidence of excellent interpersonal, verbal and written communication and reporting skills, the ability to contribute to a positive customer focussed culture and the ability to remain calm and focussed when working under pressure.
3. Demonstrated experience in customer service delivery including enquiry case management and problem solving; and capacity to show clients empathy, and exercise judgement around more complex and sensitive issues.
4. Demonstrated ability to provide feedback on trends, and qualitative data; assess system efficiencies and communication platform effectiveness, identifying areas for improvement; and contribute to the development of strategic responses.
5. Ability to work flexibly in responding to changing work priorities, independently and within a team environment; plan and prioritise workflow to meet deadlines and to work with competing demands; and deliver high quality outcomes, using initiative, judgement and prioritisation.
6. Demonstrated experience with interpretation and compliance monitoring, in relation to rules and regulations, as well as actively contributing to meetings and planning forums.
7. Highly developed computer skills, including experience in web-based systems, call-centre platforms, Microsoft Office toolset, information and relationship management systems (e.g. Oracle CRM) and emerging social media platforms.

### **Desirable Attributes**

1. Experience in information management, client services, and administrative functions relating to the higher education sector.
2. Experience with Customer Relationship Management System.

## **WORKPLACE HEALTH AND SAFETY**

- All staff assist the University to create and maintain an environment where people are safe, healthy and well by using and improving the systems and equipment we have for work.
- All staff actively manage risks associated with their work and report hazards, near-misses and incidents to their Supervisor to enable teams to positively learn and improve our systems and equipment.
- Supervising staff support and equip their teams to work safely by providing information, training and supervision. They respond quickly to issues and create an environment where teams are encouraged to positively intervene and empowered to make improvements.

## **UTAS VALUES AND BEHAVIOURS**

# UTAS

STATEMENT OF

# VALUES

We subscribe to the fundamental values of **honesty, integrity, responsibility, trust and trustworthiness, respect and self-respect, and fairness and justice**. We bring these values to life by our individual and collective commitment to:

- \* Creating and serving shared purpose
- \* Nurturing a vital and sustainable community
- \* Focusing on opportunity
- \* Working from the strength diversity brings
- \* Collaborating in ways that help us be the best we can

Our [University Behaviour Policy](#) sets out these values, standards and expectations for appropriate behaviour that apply to all employees and characterise the collegial and community nature of our University.