

Exams Coordinator (Australian Music Examination Board)

College/Division	College of Arts, Law and Education
School/Section	School of Creative Arts and Media / Conservatorium of Music (AMEB Tasmania)
Location	Hobart
Classification	HEO4
Reporting line	Reports to State Manager (AMEB Tasmania)
Date:	September 2020

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 cultural 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 people-centred University that is values-based, relational, diverse, and development-focused.

The Exams Coordinator (AMEB), located at the [School of Creative Arts and Media](#) within the University's [College of Arts, Law, and Education](#), reports to and works as a member of the [AMEB Tasmania](#) team through a strategic agreement between the University and the [Australian Music Examination Board](#).

The Australian Music Examinations Board (AMEB) conducts an Australia-wide system of exams and supportive publications in the fields of music, speech & drama, and dance, with accreditation based on nationally recognised levels of achievement. AMEB is the most widely used music and speech assessment system in Australia and is the largest publisher of educational print music in Australia. AMEB has delivered Rockscool exams in Australia since 2016.

The Exams Coordinator is responsible for administering exams for AMEB Tasmania and providing exceptional support and solutions to AMEB Tasmania customers.

The role is an important ambassador for the AMEB brand through customer service, organisation, and communication. As the first point of contact for customer service enquiries, the incumbent must demonstrate excellent communication skills, including the ability to interact and engage with a wide variety of stakeholders.

Exams are AMEB's core business and the Exams Coordinator is responsible for the creation, coordination, and integrity of all exam schedules. The incumbent must demonstrate a values-based, well organised, professional attitude in all aspects of the role. The Exams Coordinator balances longer term planning with day-to-day activities and approaches work in a timely, efficient, resourceful, and caring manner. Occasional out of hours work to provide support at events and exams is a requirement of the role.

We are an inclusive workplace committed to 'working from the strength that diversity brings' reflected in our Statement of Values. We are dedicated to attracting, retaining and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age and life course bring. Applications are encouraged from all sectors of the community. Tell us how we can make this job work for you.



What You'll Do

- Coordinate annual delivery of exams, including but not limited to scheduling exams and their requirements, correspondence, casual team support, administration, and basic operational reporting.
- Communicate with various stakeholders (e.g. teachers, parents, schools, students, venue managers, supervisors, Examiners, piano tuners, and other service providers) to effectively schedule, and ensure quality delivery of exams.
- Maintain records and schedules within the AMEB national enrolment system (SCORE) while contributing to the system's effectiveness and future development.
- Respond to customer enquiries submitted via phone, email and, online forums; working efficiently to achieve appropriate resolution and consulting with other AMEB team members as needed.
- Ensure compliance with agreed customer service procedures and policies, applying a continuous improvement approach.
- Assist with general office management as required, such as: greeting, preparation of meeting rooms, and ordering of office supplies.
- Provide administrative support to the AMEB Tasmania State Manager and the AMEB Tasmanian State Committee, as required.
- Apply a 'Safety First and Always' principle to the safety of self and others.
- Undertake other duties as reasonably assigned by the supervisor.

What We're Looking For (success criteria)

- Excellent organisational and time management skills, with the ability to prioritise multiple and competing tasks and deliver to agreed deadlines in a calm and efficient manner.
- Demonstrated experience working in a customer service / reception / administration role within a similar environment, with high volumes of calls and email enquiries.
- Strong customer service skills, particularly the ability to actively listen, trouble shoot issues, explain information clearly and patiently, navigate conversations with customers where English is not their first language, and assist customers who are not computer literate.
- Sound computer literacy and ability, experience working with database application systems, and the ability to quickly learn new or bespoke digital applications.
- Ability to work effectively as a member of a team environment and autonomously.
- Basic understanding of written music, music performance, and music theory.

Other position requirements

- Ability to obtain and hold a valid Working with Vulnerable People Check.
- Regular intrastate travel
- Willingness to undertake a medical assessment based on meeting the inherent position requirements



University of Tasmania

The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social and cultural future of Tasmania. Our [Strategic Direction](#) strongly reflects the University community's voice that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

More information:

<https://www.utas.edu.au/jobs>

<https://www.utas.edu.au/careers/our-people-values-and-behaviours>

<https://ameb.edu.au/>

The intention of this position description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties above may be altered in accordance with the changing requirements of the position.

