

Student Enquiries Officer (UConnect Service Centre)

College/Division	Academic Division
School/Section	Student Enquiries Officer UConnect Service Centre – Student Life & Enrichment
Location	Hobart or Launceston or CCC
Classification	HEO4
Reporting line	Reports to Team Leader Student Academic Enquiries South; or Team Leader Student Academic Enquiries North

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

We are seeking to appoint a Student Enquiry Officer in the UConnect Service Centre in the [Student Life and Enrichment portfolio](#) which is part of the [Academic Division](#).

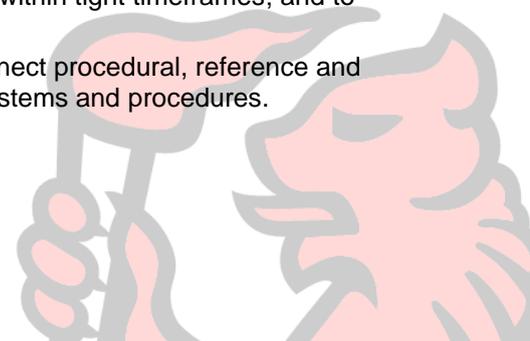
Situated within the Student Life and Enrichment portfolio, UConnect is dedicated to the provision of a broad suite of first tier student enquiry, information and communication services and the delivery of high quality student experience. UConnect has three streams: the primary provision of face to face and on-line services through Service Centres; the primary provision of phone services through Contact Centre; and coordination of current student messages and communications through University Student Communication team.

The Student Enquiries Officer plays a critical role and is at the centre of enhanced student experience and student centricity with a primary responsibility for the provision of first contact enquiry resolution for first tier enquiries and for triaging second tier enquiries via various platforms. The incumbent must be available full time with restricted leave opportunity for identified peak periods.

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

- Respond effectively and efficiently to a wide range of student enquiries in a student-centred, solution focused and efficient manner through in-person, phone and web-based modes of service delivery.
- Ensure that students are provided with accurate first contact resolution or seamless and appropriate triage to Tier 2 services; and that appropriate turn-around times for responses and resolutions are monitored and adhere to standard operating procedures and service performance requirements.
- Actively contribute to a culture of productivity enhancement and performance improvement of individual and team by identifying opportunities for process improvement and simplification, by reviewing student feedback to inform continuous service quality improvement, and by understanding enquiry traffic and trend to determine root causes and appropriate responses.
- Work collaboratively with Service Centre teams, Team Leader and broader UConnect in order to ensure that consistent high level of service is provided whilst working within tight timeframes; and to deliver individual and the team's performance targets.
- Under the guidance of the Team Leader, develop and maintain UConnect procedural, reference and training documentation and train other staff in the use of University systems and procedures.



- Undertake other duties as assigned by the supervisor.

What We're Looking For (success criteria)

- Diploma in relevant discipline and demonstrated service centre experience; OR an equivalent combination of relevant experience and education/training.
- Evidence of excellent interpersonal, verbal and written communication skills, the ability to contribute to a positive customer focused culture and the ability to remain calm and focused when working under pressure.
- Demonstrated experience in customer service delivery and solution focused attitudes with capacity to use discretion and initiative; capacity to exercise sound judgement and escalate appropriately in accordance with operating procedures.
- Demonstrated ability to provide feedback on trends, system efficiencies and communication platform effectiveness; and ability to identify areas for improvement.
- Ability to work flexibly in response to changing work; ability to meet deadlines; and ability to deliver high quality outcomes.
- Demonstrated ability to contribute to a high-performance culture and to work in a dynamic, fast-paced environment
- Demonstrated digital capabilities, including experience in digital platforms, Microsoft Office toolsets, information and relationship management systems (e.g. Oracle CRM).

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.

Check out more here:

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

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

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.

