



POSITION DESCRIPTION

Position Title:	Client Services Officer - ALTI
Reporting to:	Business Development Manager
Direct Reports:	Two
Business Area:	People & Culture, Amana Living
Location:	Amana Living Training Institute, Rivervale

PRIMARY OBJECTIVES:

This Role is part of the Business Development Team and reports to the Business Development Manager. This role is responsible for maintaining and strengthening the relationships with business clients. To this end, the role provides a liaison for business clients to ensure that their staff are appropriately supported during their student journey. This role also provides administrative support within the team.

AGED CARE CODE OF CONDUCT

Aged care workers are covered by the Code of Conduct for Aged Care. The Code sets out how approved providers (Amana Living) and their workers (Amana Living staff) and governing persons must behave and treat consumers when providing aged care services, and strengthens protections for older Australians against unsafe, poor-quality aged care services.

WORK HEALTH AND SAFETY

You are required to take reasonable care for your own health and safety and the health and safety of other persons at the workplace. Throughout your employment you must comply with any reasonable instructions, policies and procedures relating to health and safety at the workplace.

KEY DUTIES AND RESPONSIBILITIES:

- Provide excellent customer service, advice, and support to students regarding Courses available at Amana Living Training Institute.
- Respond to all inquiries within 2 business days and offer direct support to those students requiring assistance.
- Book training courses for individual students.
- Enter data accurately and efficiently into ALTI's student management system.
- Maintain both physical and electronic files with proper labelling, organization, and storage.
- Retrieve and provide requested documents and files as needed.
- Manage and respond to email correspondence promptly and professionally.
- Uphold the confidentiality of all sensitive documents, information, and emails.
- Assist in maintaining accurate and current records by verifying data, identifying errors, and making corrections.
- Adhere to Amana Living's organizational culture, aligning with our vision, mission, and values.
- Complete administrative tasks related to training and assessment activities in accordance with the standards for Registered Training Organisations, and ALTI's policies and procedures
- Must be proficient in Microsoft word and Excel.
- Perform other reasonable duties as directed by Business Development Manager.

PERFORMANCE INDICATORS:

- The Mandatory Training Compliance database is up to date.
- Training reports and data are entered accurately and without errors.
- All documents are correctly and clearly labelled for easy identification.
- Achieve bookings and completion targets as established by your manager.
- Ensure accurate data entry.
- Complete training and assessment activities in accordance with the Standards for Registered Training Organisations policies and procedures.
- Maintain both hard and soft copy records in line with the RTO's Record Management Policy.
- Provide students with accurate and up-to-date information.

COMPETENCIES & BEHAVIOURS:

- Proven experience and understanding of working within the current Standards for Registered Training Organisations.
- High level of interpersonal, written, and verbal communication skills.
- The role requires the ability to multitask effectively.
- Ability to work effectively as part of a team and adapt to change.
- Demonstrated capability to manage competing priorities successfully in a high-pressure environment.
- Strong time management skills and ability to prioritize tasks efficiently.
- Excellent problem-solving and negotiation skills.
- High attention to detail.
- Proven experience in conducting training needs analysis, designing capability frameworks, and developing training programs.
- Proficiency with the Microsoft Office suite and Excel.

Skills, Knowledge & Experience

Mandatory / Desirable	Description
M	Demonstrated experience in providing good level of customer support in B2B environment creative and innovative approach to B2B development.
M	National Police Clearance Certificate (no older than 6 months) or NDIS (Worker's Screening) Check
M	Proof of current influenza and Covid-19 vaccinations as per Amana Living policies
M	Western Australian C Class Driver's License
M	Successful completion of pre-medical form and reference checks
D	Knowledge of and experience in Vet Sector

