

## Position Description

### Senior Officer, Customer Experience (International & Community Liaison)

<b>Position No:</b>	NEW
<b>Department:</b>	Service Businesses
<b>School:</b>	Student Services & Administration
<b>Campus/Location:</b>	Melbourne (Bundoora)
<b>Classification:</b>	Higher Education Officer Level 5 (HEO5)
<b>Employment Type:</b>	Continuing, Full-Time
<b>Position Supervisor: Number:</b>	50039527
<b>Other Benefits:</b>	<a href="http://www.latrobe.edu.au/jobs/working/benefits">http://www.latrobe.edu.au/jobs/working/benefits</a>

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

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#### For enquiries only contact:

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#### Position Context

Service Businesses aligned under the Student Services and Administration portfolio, incorporates a diverse range of professional businesses with a strong focus on delivering outstanding customer service to internal and external customers across the University and broader community. The businesses within this portfolio aim to enhance and improve long standing services to all students and customers, apply progressive and innovative business practices and improve revenue generation for reinvestment across the University.

Through the grouping of key businesses within the portfolio comes the opportunity to evolve and grow each business, strive for continuous improvement and work collaboratively and in support of each other to enhance the on campus experience for students, staff, guests and visitors to La Trobe.

Accommodation Services leads the University in the provision of an accessible living and learning environment which values inclusion, safety, engagement and excellence. The team offers all residents programs that deliver cohesive and harmonious communities that cultivate personal and social development.

Reporting to the Senior Coordinator Customer Experience, The Senior Officer is responsible for provision of best practice customer service, with tailored, solution oriented and quality services, working collaboratively and providing effective administrative support to the Accommodation Services team.

In addition to best practice customer service, the International & Community liaison senior officer is responsible for building and maintaining effective relationships with a diverse stakeholder base, for the provision of timely, relevant and effective accommodation support services accessible by all students, staff, guests and visitors. Stakeholders will principally include La Trobe International, student placement operators, international agencies, external organisations, private accommodation providers and real estate agencies.

Multi campus travel and working outside the traditional span of hours will be required.

#### Duties at this level may include:

- Delivers a range of specialist service support tasks and advises and assists internal and external stakeholders on specific aspects within own section of work where appropriate, to maximise service quality, efficiency and continuity.
- Performs a variety tasks which require a sound working knowledge of administrative procedures, theoretical principles, procedures and techniques.
- May supervise casual staff and have some responsibility for the day to day operation of a small and discrete projects, including setting priorities, meeting service standards and assisting with the monitoring or review of systems.
- Identifies gaps or shortfalls in information and sources additional related information.
- Provides interpretation, advice and decisions on rules and entitlements. May apply expertise in a particular set of rules or regulations to make decisions.
- Monitors and maintains records/reports to meet both internal and external requirements.
- Identifies additional service requirements or service shortfalls and provides advice to management for the delivery of innovative solutions to maximise service quality, efficiency and continuity.
- Assists in supporting project teams/projects, usually of a short-term nature, or contributes to larger La Trobe wide projects as part of a project team, to support the achievement of project objectives.

- Assesses or conducts analysis, presents results and puts forward recommendations through the provision of briefings, presentations or written reports, to facilitate the interpretation of specific issues/problems and support decision making.
- Performs tasks where any advice which is provided is based on some depth of knowledge such that the information conveyed will provide authoritative advice in the context of complex but standard circumstances, to assist and influence others.
- Takes the needs of others into account when selecting between work methods and sequences, ensuring that resources are appropriately and efficiently managed.
- May interpret procedures to assist others and will make recommendations, where relevant case experiences arise, to more senior staff on changes to procedures, schedules or routines to facilitate good relations between work units, clients and stakeholders.

### **Key Selection Criteria**

- Completion of a degree with subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated ability to provide interpretation, advice and decisions on rules and entitlements. Including the ability to provide general direction to other staff.
- Excellent written and oral communication and interpersonal skills, including the ability to develop excellent working relationships with, colleagues, students and other stakeholders.
- Demonstrated capacity to organise work effectively and efficiently and deliver outputs in a timely manner.
- Proven capacity to deliver high quality customer service.
- Demonstrated ability to work independently, follow established procedures with limited supervision and contribute positively to an effective team.
- Experience of planning and progressing work activities within general guidelines, using initiative and judgement.
- Effective analytical and problem solving ability.

### **La Trobe Values**

At La Trobe we:

- take a world view
- pursue ideas and excellence with energy
- treat people with respect and work together
- are open, friendly and honest
- hold ourselves accountable for making great things happen.

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For Human Resource Use Only

Initials:              Date: