

## Position Description

### Online Student Support Officer (La Trobe Online)

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<b>Position No:</b>	50142739
<b>Organisational Unit:</b>	Student Services and Administration
<b>Campus/Location:</b>	Melbourne (Bundoora)
<b>Classification:</b>	Higher Education Officer Level 5 (HEO5)
<b>Employment Type:</b>	Fixed-Term, Full-Time
<b>Position Supervisor:</b>	Online Student Support Coordinator
<b>Position Number:</b>	50142738
<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:**

TBA

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### Position Context

This position sits the Student Administration portfolio within the Student Services and Administration Division, with a matrix reporting line into La Trobe Online as appropriate. The Student Services and Administration Division comprises Student Administration, Service Businesses, Counselling and Equity and Diversity.

The Student Administration portfolio is responsible for the management of the student lifecycle administrative functions including admissions, enrolment, fees, results and progression, timetabling, student systems and graduations; and for delivering customer service to students and other clients such as academic staff and external stakeholders.

La Trobe Online is an exciting new model for La Trobe's online education offering, in order to achieve strong growth and inclusive excellence. The project will involve all major areas of the University. A substantial component will be directed towards the development of fully online courses and improvement of all aspects of the online environments, including the student experience across the entire student life-cycle.

The position will be a member of the centralised Online Student Support team who operate within La Trobe Online and offer consolidated end-to-end support for future and existing online students in accordance with the La Trobe Online Student Experience Framework. Online study targets a different market of students who require a greater degree of flexibility to the traditional face-to-face students.

The Senior Officer provides the first point of contact to University clients, particularly new and current online students via phone, CRM and social media channels. Promptly and professionally, responding to and resolving student enquiries and providing support materials to ensure timely and accurate information is conveyed and students have an optimum experience.

This position reports to the Online Student Support Coordinator, task allocation and responsibilities will also be directed by the Online Student Operations Manager.

Working outside the traditional span of hours may be required.

### Duties may include:

- Promptly and professionally, respond to, resolve and refer student enquiries and transactions using comprehensive knowledge and information database systems to ensure timely and accurate information is conveyed to customers.
- Process information and student record related transactions, providing factual advice, ensuring the confidentiality, security and integrity of information is maintained in line with university and legislative requirements.
- Proactively develop, maintain and apply a thorough working knowledge of business related information including; programs, policies and procedures and ensure all university regulatory and procedural requirements are met.
- Undertake basic investigative tasks in relation to escalated enquiries where required and further escalate any complex enquiries or client feedback to the Online Student Support Coordinator
- Liaise with the online teaching team to ensure all relevant deadlines are adhered to including the timely submission of results.

- Become a subject matter expert in the consolidated online student support processes.
- Contribute to continuous improvement principles assisting with the identification, development and maintenance of processes and procedures designed to maximise customer satisfaction.
- Effectively operate across a range of IT applications and service platforms including email, telephone, web-based FAQs, inquiry systems, student and customer management systems.
- Other duties, as commensurate with the role

### Key Selection Criteria

- Completion of a degree or an equivalent combination of relevant experience and/or education/training.
- Demonstrated 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.
- Demonstrated ability to work independently, follow established procedures with limited supervision and contribute positively to an effective team.
- High proficiency in computer software packages including word processing, spreadsheets and databases.
- Demonstrated knowledge and understanding of the work practices, processes and procedures relevant to the role.
- Demonstrated ability to provide interpretation, advice and decisions on rules and entitlements.
- Effective analytical and problem solving ability.

### Desired

- Previous experience supporting online programs in the higher education sector

### Essential Compliance Requirements

To hold this La Trobe University position the occupant must:

- hold, or be willing to undertake and pass, a Victorian Working With Children Check; AND
- take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.

### La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- We are **Connected**: We connect to the world outside — the students and communities we serve, both locally and globally.
- We are **Innovative**: We tackle the big issues of our time to transform the lives of our students and society.
- We are **Accountable**: We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.

- **We *Care*:** We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.

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For Human Resource Use Only

Initials:

Date: