

Position Description

Senior Officer, Student Experience

Position No:	50141494
Organisation Unit:	Student Services and Administration Business Transformation Unit
Campus/Location:	Melbourne (Bundoora)
Classification:	Higher Education Officer Level 5 (HEO5)
Employment Type:	Ongoing, Part-Time (0.58 FTE – 20 hours per week)
Position Supervisor :	Coordinator, Student Experience
Number:	0 reports
Reports positions:	
level:	
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits

Further information about:

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

Jobs at La Trobe - <http://www.latrobe.edu.au/jobs>

Position Description

Senior Officer, Student Experience

Position Context

The position is within the Student Administration portfolio which 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. The portfolio works across both academic Colleges and all campuses of the University, and is focused on delivering services efficiently and providing excellent customer service to students, staff and other stakeholders.

Reporting to the Coordinator, Student Experience, the Senior Officer provides first point of contact to University clients, particularly current students face-to-face, phone, CRM and social media channels, with more complex issues being referred to the Coordinator in the first instance. This service is to be provided with a focus on delivering excellent customer service. The incumbent will work within the 'virtual' and the 'face to face' customer service operations on a rotational/roster basis. ASK La Trobe staff are required to employ and maintain a professional, positive and solution orientated approach across all work practices and daily interactions.

The incumbent will undertake a variety of functions which are specified in the annual performance plan.

ASK La Trobe operations span from 8:00am – 8.00pm and may include weekend work; as such this role will include rosters across the span of hours and may be required to work outside traditional business hours.

Key Areas of Accountabilities

- 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.
- Undertake basic investigative tasks in relation to escalated enquiries where required and further escalate any complex enquiries or client feedback to the Coordinator, Student Experience
- Assist with service data collection, compilation and reporting to ensure that established Service-level Agreements (SLAs) are met that are in line with business goals and objectives.
- Become a subject matter expert in a particular area of La Trobe University, and be a point of contact in this area for the ASK La Trobe team.
- 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.
- Contribute to continuous improvement principles assisting with the identification, development and maintenance of processes and procedures designed to maximise customer satisfaction.
- 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.
- Effectively operate across a range of IT applications and service platforms which include face-to-face counter work, email, telephone, web-based FAQs, inquiry systems, student and customer management systems. Ensuring the accuracy of information and management systems is maintained.
- The collection, receipt and reconciliation of payments as and where required.

Position Description

Senior Officer, Student Experience

Key Selection Criteria

ESSENTIAL

- Completion of a degree with or without subsequent relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated commitment to delivery of high quality customer service
- Demonstrated ability to positively resolve problems and ability to provide interpretation, advice and decisions on rules and entitlements through conceptual understanding of the relevant policies, procedures and systems
- 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, to follow established procedures, to be an effective team member and deliver outputs in a timely manner.
- High level proficiency in computer software packages including word processing, spreadsheets, databases, electronic mail, the use of the internet as a research tool and information management systems.

DESIRABLE

- Experience in a customer service environment either in a tertiary institution or comparable organisation.
- Experience in the Higher Education sector, preferably as part of a busy student administration environment.
- Knowledge and experience in the maintenance of customer service and student information systems.

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.

For Human Resources Use only

Initials:

Date: