

POSITION DESCRIPTION



Position Description Classification Approved	Date
Human Resources Branch	07/08/17

POSITION DETAILS	
Position Title:	Student Services Officer
Position Number:	00010677
Classification:	HEO4
Faculty/Division:	Division of Academic and Student Engagement
School/Branch:	Student Services and Administration – Ask Adelaide
Reports to (position title):	Specialist coordinator
Delegations:	Nil
Special Conditions:	<ul style="list-style-type: none"> Ask Adelaide staff provide services across multiple University locations including North Terrace and Waite Campus; The Student Services Officer may be required to work where required within the University's campuses. Hub Central is a 24/7 facility and Ask Adelaide's hours of operation are from 8.00am to 10.00pm weekdays and 10.00am to 5.00pm on weekends; some out of standard hours work may be required Reasonable workplace adjustments will be made for people with a disability
Significant Working Relationships:	<ul style="list-style-type: none"> Students, staff and visitors within Ask Adelaide Faculties and Schools, Technology Services, Student Administration, Student Support Services, Campus and Security Services and the University Library

POSITION SUMMARY
<p>Ask Adelaide provides information from Hub Central and the Call Centre on North Terrace campus and the Waite Hub on the Waite Campus. Services are provided utilising Omni-channel service structure and a student centric, one-stop, one-step process designed to achieve shared services outcomes and strategy. This support includes academic and administrative support, technology support, card services and a secure document repository and collection service. Ask Adelaide is staffed by a team of permanent and casual staff. Ask Adelaide is primarily responsible for providing advice to support students in all areas of University life, delivered on needs and based on the student lifecycle.</p> <p>The Student Services Officer working under general direction provides services to students, staff and visitors as the first point of contact in open contemporary working environments. Through a 'one stop, one step' approach to service, the Student Services Officer provides information and advice; troubleshoots, advises on technology, assists students and works towards enhancing the student experience at the University. This position also acts as a referral service for specialised advice if information is required and is not accessible on-line.</p>

KEY RESPONSIBILITIES
<p>Transforming student experience through student-focused customer service.</p> <ul style="list-style-type: none"> Provide a 'one stop, one step' customer centred service to all students and visitors' queries and service requirements using omni-service channels (including but not limited to – phone, face to face, knowledgebase, chat, email, online and social media). Refer students to appropriate services and undertake case management where appropriate. Make appropriate referrals

	<p>to other service areas.</p> <ul style="list-style-type: none"> • Utilise the University contact and enquiry management system to record and manage the customer relationship. • Help to maintain and improve the facilities and assist students to use the Hub facilities.
Actively participate in the Ask Adelaide Team	<ul style="list-style-type: none"> • Work as part of the team to provide student centric, omni-channel services to students through a 'one team' approach in line with Ask Adelaide's Vision.
Support Shared Services	<ul style="list-style-type: none"> • Maintain a high level of knowledge about administrative services and academic programs for the purpose of providing relevant and timely information and advice to students. • Build and maintain knowledge and expertise in supporting student identity technology and related access or support needs. • Develop knowledge in required service areas such as Card Services, Technology, Online Shop, Service, Call Centre, Knowledge bases etc.
Other reasonable duties commensurate with classification level.	

PEOPLE MANAGEMENT RESPONSIBILITIES

N/A

CAPABILITIES AND BEHAVIOURS

Use the Capability Dictionary at the link: <http://www.adelaide.edu.au/hr/docs/pdp-core-capability-dictionary.pdf> to identify the capabilities associated with the classification of this position. Staff are required to read and understand the capabilities and associated behaviours that align with the classification of this position.

UNIVERSITY EXPECTATIONS

Staff are required to read, understand and comply with all University policies, procedures and reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the University's Code of Conduct

SELECTION CRITERIA

Knowledge and Experience:

1. Demonstrated experience and commitment in delivering customer centred service in a shared service model
2. Demonstrated ability to learn new systems and adopt to new technologies
3. Demonstrated experience in a high volume shared service structure
4. Demonstrated experience in multi-channel service delivery adapting to front of house and back of house responsibilities
5. The ability to work effectively across omni-service channels to meet demand and the student lifecycle
6. Working knowledge of relevant University systems including P/Soft Student Administration would be an advantage
7. Proven keyboard skills and demonstrated familiarity with standard office applications

Qualification/s:

- Completion of a Diploma level qualification with relevant work related experience; or
- Completion of a Certificate III or IV qualification with relevant work experience; or
- An equivalent combination of relevant experience and/or education/training