

# Position description

## Monash Connect Officer

Department/Unit	Monash Connect
Faculty/Division	Chief Information Officer
Classification	HEW Level 4
Work location	Caulfield campus
Date document created or updated	14 November 2016

### Organisational context

**Monash** is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our university and our exciting future, please visit [www.monash.edu](http://www.monash.edu).

**Client Services** is responsible for delivering high-quality, customer-focused frontline administrative services to students of the University. It provides these frontline services in partnership with a wide range of business units from across the university. Services we provide include student communications and the operation of Student Service Centres at all Australian campuses. For more information about the range of services provided by Monash Connect under the Client Services Portfolio, please visit our website.

**Monash Connect** provides the first point of contact for current and future student enquiries on a broad range of administrative matters relating to their studies, the various services offered at Monash University and for enquiries from staff and the wider public about the University.

### Position purpose

The Monash Connect Officer is the first point of contact for all current and future student enquiries on a broad range of administrative matters relating to their studies and the various services offered at Monash. Queries are also fielded from staff and the general public about the University. Enquiries are responded to across a range of contact points using electronic, face-to-face and telephone communication methods.

**Reporting Line:** The position reports to a Monash Connect Team Coordinator who will provide general direction

**Supervisory responsibilities:** Not applicable

**Financial delegation and/or budget responsibilities:** Not applicable

### Key responsibilities

1. Provide high levels of customer service aimed at enhancing the student experience in accordance with best practice protocols and guidelines outlined in the Student Services Commitment:
  - Delivering accurate and timely information/resolutions to students via telephone, face to face and email enquiries, utilizing appropriate information systems (e.g. Qflow, Cisco, UniCRM)
  - Implementing agreed referral protocols for transferring any enquiries within Monash Connect and to other areas of the University
  - Demonstrating integrity and discretion so that queries are handled in a confidential manner

2. Provide first point of contact enquiries, referring any Tier 2 enquiries to Monash Connect Advisors and complex enquiries to Team Coordinators
3. Process a range of administrative tasks in resolving/referring student enquiries
4. Assist with the various administrative tasks required to maintain the efficient delivery of service by the Monash Connect Centre, including maintaining stationery supplies, processing, collecting and receipting of payments and banking funds
5. Provide feedback to the Monash Connect leadership team about suggestions for the improvement of services, contributing and participating in Learning and Development activities, collaborating to ensure a positive work place culture
6. Maintain open and effective channels of communication with students and staff from central administration, faculties and other organizational units

## **Key selection criteria**

### **Education/Qualifications**

1. The appointee will have:
  - completion of a diploma level qualification with relevant work related experience; or
  - an equivalent combination of relevant experience and/or education/training

### **Knowledge and Skills**

2. Extensive experience in front-line customer service and/or within a busy contact centre environment with demonstrated commitment to providing outstanding service to customers
3. Well-developed communication skills, including the ability to draft documentation and interact with a diversity of colleagues and clients whilst demonstrating a flexible solution driven attitude
4. Demonstrated initiative and commitment to continuous service and operational improvement
5. Strong attention to detail and accuracy
6. An ability to carry out tasks maintaining high levels of integrity and confidentiality
7. Ability to work as an effective member of a team as well as independently under general supervision

## **Other job-related information**

- Travel to other metropolitan campuses will be required.
- Additional hours may be required, particularly during peak periods such as the beginning and end of each semester, Open Day and in support of special out-of-hour programs.
- Annual leave restrictions apply during peak periods (January-March, June-July, November-December)

## **Legal compliance**

Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.

# Organisational chart

## Monash Connect

