

Position Description

Customer Account Coordinator

Position No:	New
Business Unit:	Chief Operating Officer
Division:	Finance, Procurement, Data and Analysis
Department:	Services Business Development Team
Classification Level:	HEO5
Employment Type:	Full Time, Continuing
Campus Location:	Melbourne, Bundoora
Other Benefits:	http://www.latrobe.edu.au/jobs/working/benefits
Further information about:	La Trobe University - http://www.latrobe.edu.au/about

Position Context/Purpose

This is a newly created role joining a rapidly growing La Trobe University Services - Business Development team. The position will be responsible for coordinating the delivery of profitable projects and ensuring the highest standard of customer service. The Services team hold responsibility for non-core revenue for the university, including but not limited to - residential accommodation across five campuses, sport and school camps and conferencing short stays, film location and venue hire, underpinned by a whole of university catering offer. This small but mighty four-person team is made up of an Associate Director leading strategic business development, supported by an external events manager, an internal events coordinator and an accommodation and film manager.

The role will be responsible for customer account delivery of commercial new business opportunities generated by the team and playing a key part in ensuring our valued customers return. You will coordinate the delivery of short stay bookings, catering service coordination and external functions (through a casual staff roster). There are a range of processes established to support you, but new ideas are always welcomed if they contribute to the ability for the team to continue to scale.

The Customer Account Coordinator is someone who can apply critical thinking to problem solving and stay calm with multiple clients' demands. An effective, confident communicator you will need to work well with university stakeholders and delivery suppliers. Being incredibly organised is essential to meet the daily demands of this role, but so is being a warm, friendly and collaborative person, joining a high performing team culture.

Duties at this level will include:

- Perform tasks in line with established processes and timelines, reporting on progress where it impacts the wider team
- Identify gaps or shortfalls in information and sources to improve processes to benefit profitable revenue growth, in a particular be responsible for coordinating and providing an administrative service
- Exercise initiative and decision-making ability in the application of systems and procedures, as well as problem solving for client services
- Monitor and maintain records/reports to meet both internal and external requirements
- May support the wider team during leave or absences and have some responsibility for the day-to-day operation of a small and discrete work unit, including setting priorities, allocating and prioritising work, managing performance, meeting service standards and assisting with the monitoring or review of systems
- Operates as an individual responsible for the client account delivery for both events and short stay customers, to meet our unit's revenue objectives
- Liaise, communicate and build relationships within La Trobe as well as with outside bodies, to support our unit's activities

Position accountabilities

- Coordinating short stay booking check-ins and associated catering administration
- Coordinating external venue hire bookings and associated administration
- Maintaining all associated reporting and pipeline documents – with support from appropriate team members
- Coordinating customer service feedback surveys
- Encourage repeat purchase and growth of customers you work with
- Ensuring processes remain current and effective

- Support team at La Trobe Open Days, and associated events to showcase the University
- Proactively support team outside of main duties, as and when required – administratively

Essential Criteria

Skills and knowledge required for the position

- Relevant experience in event or functions delivery, account management or project management.
- Demonstrated expertise having worked in an office and team environment, within either the education sector, agency side or similar.
- Ability to think laterally and take responsibility for outcomes.
- Demonstrated ability to set priorities and monitor workflows within own area of responsibility.
- 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.
- Proficiency in computer software packages including Microsoft suite.
- Excellent communication and interpersonal skills, with a demonstrated customer service focus and solution orientated approach.

Capabilities required to be successful in the position

- Ability to demonstrate self-awareness, see things from another person's perspective and actively seek out and act on feedback to improve knowledge, skills and behaviour.
- Ability to work collaboratively, recognise the value of diversity and model accountability, connectedness, innovation and care.
- Ability to think creatively, explore new ideas and respectfully challenge existing practices to improve current ways of working.
- Ability to implement improvements to local processes.

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

Other Information

The position description is indicative of the initial expectation of the role and subject to changes to university goals and priorities, activities or focus of the job.

Position Flexibility

We offer flexible work arrangements that can assist you in balancing your work and other responsibilities, ideally working a minimum of 3-4 days on campus.

Why La Trobe:

- Develop your career at an innovative, global university where you'll collaborate with community and industry to create impact.
- Enjoy working on our inspiring and stunning campuses – the perfect hub for industry, students and academics
- Help transform the lives of students, partners and communities now and in the future

This is more than just a job. Working at La Trobe offers opportunities to demonstrate excellence and transform lives.

Here, you'll join exceptional people, partners and communities, who power our operations with ambition and purpose.

Our success can be attributed to its strong sense of community. We have a long-standing commitment to diversity, inclusion and social justice; we are committed to providing a workplace where all staff feel valued, respected and supported to achieve their full potential. We strive to build a workplace where all employees of diverse backgrounds, abilities, experiences, sexuality, gender, religion and age are welcome, valued, respected and one that is representative of our community. We demonstrate our cultural qualities by holding ourselves accountable and creating a culture of trust and innovation while genuinely caring for one another.

La Trobe's Cultural Qualities:

WE ARE CONNECTED



We are **connected** to each other and the communities around us. We engage with those communities to learn from our past, inform our present and impact our future.

WE ARE INNOVATIVE



We are **innovative** in tackling the most important issues of our time. We are inquisitive and seek to develop new ideas that positively impact the way we work and the world around us.

WE ARE ACCOUNTABLE



We are **accountable** for what we do and share a commitment to excellence. We are courageous and respectful in the way we hold ourselves and each other to account.

WE CARE



We **care** about what we do and value the power of education and research. We care about each other and strive to create a safe and inclusive community.

For Human Resource Use Only

Initials: Date: