

## Student Living Enquiries Officer

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| College/Division | Academic Division                                  |
| School/Section   | Student Living; Student Life & Enrichment          |
| Location         | Launceston   |
| Classification   | HEO4   |
| Reporting line   | Reports to Operations Co-Ordinator, Student Living |

### Position Summary

The University of Tasmania is building a vision of a place-based University with a mission to enhance the intellectual, economic, social and culture future of Tasmania, and from Tasmania, contribute to the world in areas of distinctive advantage. The University recognises that achieving this vision is dependent on the people we employ as well as creating a people-centred University that is values-based, relational, diverse, and development-focused.

We are seeking to appoint a Student Living Enquiries Officer within the [Student Living Communities](#) based in Launceston.

The University's Student Living Communities are a network of distinctive residential communities supporting a diverse cohort of undergraduate and postgraduate students from regional Tasmania, mainland Australia and overseas who are enrolled at the University in Hobart, Sandy Bay, Launceston or Burnie. Each residential community has its own identity and sense of place in a city centre or on campus and may be fully catered, self-catered or a hybrid catering model. Students across all communities have access to high quality academic support, leadership and civic engagement opportunities, cross community sporting and cultural events, and proactive well-being and monitoring programs.

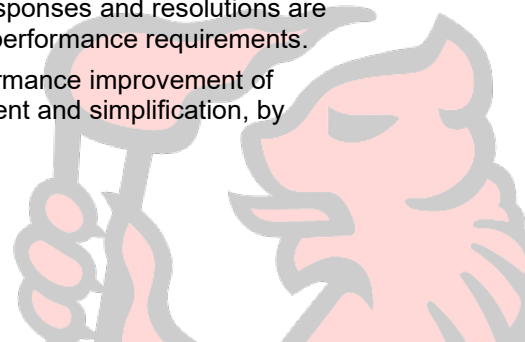
In this context, student safety and wellbeing are our priority. A welcoming and safe environment that supports students to transition into and connect to our community, supports their ongoing mental, emotional, physical and spiritual health and celebrates inclusivity and diversity is critical to the work of the Student Living Team.

The role of Student Living Student Enquiries Officer is a critical, front-line role, requiring high levels of face-to-face and supportive engagement with student residents. Through the provision of a supportive and problem-solving disposition the role will focus on resolving student issues associated with their living environment. The role of Student Living Student Enquiries Officer will greatly contribute to a positive student living experience by liaising with staff in both Student Accommodation and Student Living to ensure students receive responses and solutions in a timely manner and to their satisfaction.

**We are an inclusive workplace committed to 'working from the strength that diversity brings' reflected in our Statement of Values. We are dedicated to attracting, retaining and developing our people and are committed to inclusive principles. We celebrate the range of diverse assets that gender identity, ethnicity, sexual orientation, disability, age and life course bring. Applications are encouraged from all sectors of the community. Tell us how we can make this job work for you.**

### What You'll Do

- Respond effectively and efficiently to a wide range of student enquiries in a student-centred, solution focused and efficient manner through in-person, phone and web-based modes of service delivery.
- Ensure that students are provided with accurate first contact resolution or seamless and appropriate triage to Tier 2 services; and that appropriate turn-around times for responses and resolutions are monitored and adhere to standard operating procedures and service performance requirements.
- Actively contribute to a culture of productivity enhancement and performance improvement of individual and team by identifying opportunities for process improvement and simplification, by



reviewing student feedback to inform continuous service quality improvement, and by understanding enquiry traffic and trend to determine root causes and appropriate responses.

- Work collaboratively with Student Accommodation, Student Living and broader Utas teams in order to ensure that consistent high level of service is provided whilst working within tight timeframes; and to deliver individual and the team's performance targets.
- Undertake other duties as assigned by the supervisor.

### What We're Looking For (success criteria)

- Diploma in relevant discipline and demonstrated service centre experience; OR an equivalent combination of relevant experience and education/training.
- Evidence of excellent interpersonal, verbal and written communication skills, the ability to contribute to a positive customer focused culture and the ability to remain calm and focused when working under pressure.
- Demonstrated experience in customer service delivery and solution focused attitudes with capacity to use discretion and initiative; capacity to exercise sound judgement and escalate appropriately in accordance with operating procedures.
- Demonstrated ability to provide feedback on trends, system efficiencies and communication platform effectiveness; and ability to identify areas for improvement.
- Ability to work flexibly in response to changing work; ability to meet deadlines; and ability to deliver high quality outcomes.
- Demonstrated ability to contribute to a high-performance culture and to work in a dynamic, fast-paced environment
- Demonstrated digital capabilities, including experience in digital platforms, Microsoft Office toolsets, information and relationship management systems (e.g. StarRez, Advocate and VisionLine).

### University of Tasmania

The University of Tasmania is an institution with an enduring commitment to our state and community, and a strong global outlook. We are committed to enhancing the intellectual, economic, social and cultural future of Tasmania. Our [Strategic Direction](#) strongly reflects the University community's voice that our University must be place based but globally connected as well as regionally networked and designed to deliver quality access to higher education for the whole State.

We believe that from our unique position here in Tasmania we can impact the world through the contributions of our staff, students and graduates. We recognise that achieving this vision is dependent on the people we employ, as well as creating a university that is values-based, relational, diverse, and development-focused.

Check out more here:

<https://www.utas.edu.au/jobs>

<https://www.utas.edu.au/careers/our-people-values-and-behaviours>

*The intention of this position description is to highlight the most important aspects, rather than to limit the scope or accountabilities of this role. Duties above may be altered in accordance with the changing requirements of the position.*

