

POSITION DESCRIPTION

Academic Services
University Services

Student Services Representative - Concierge

POSITION NUMBER	0036580
PROFESSIONAL CLASSIFICATION STANDARD/SALARY	PSC 4 - \$63,707 - \$67,613 per annum (Multiple positions available)
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full Time (1 FTE)
BASIS OF EMPLOYMENT	Continuing
HOW TO APPLY	Go to http://about.unimelb.edu.au/careers , under Current staff or Prospective staff, select the relevant option ('Current Opportunities' or 'Jobs available to current staff') and search for the position by title or number.
CONTACT FOR ENQUIRIES ONLY	<p>Matt Elsum</p> <p>Tel: +61 3 8344 4500</p> <p>Email: matthew.elsum@unimelb.edu.au</p> <p><i>Please do not send your application to this contact</i></p>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University of Melbourne employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Find out more about the University's strategy, 'Growing Esteem', at <http://about.unimelb.edu.au/strategy-and-leadership>

UNIVERSITY SERVICES

University Services is the shared services function for the University of Melbourne. We are dedicated to operating with a clear, responsive, respectful, user-friendly approach and this will create a problem-solving culture that empowers people to deliver their best. This component of the Melbourne Operating Model is the largest administrative unit within the University and is committed to:

- Putting the university first, by acting in the best interest of students, academics and overall strategy
- Maintaining a culture of service excellence
- Working together as one team to achieve results through collaboration, respect and expertise.

University Services is comprised of over 1,600 staff and consists of nine portfolios delivering a range of transactional services and expert advice:

- Academic Services
- Business Intelligence and Reporting
- External Relations
- Finance and Employee Services
- Infrastructure Services
- Legal and Risk
- Procurement
- Project Services
- Research, Innovation and Commercialisation

ACADEMIC SERVICES

Academic Services brings together student, academic and library services in an integrated network to support the University's core business of learning and teaching, research and engagement.

EQUAL OPPORTUNITY, DIVERSITY AND INCLUSION

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to strive for excellence and reach the targets of Growing Esteem.

ABOUT THE ROLE

Position Purpose:

Stop 1 is the home of student services online, on the phone and in person at the University of Melbourne. The Student Services Representative - Concierge position is an essential part of the Stop 1 team, and the critical first point of contact for in-person enquiries at Stop 1. The primary function of the role is to greet all visitors and quickly assess their needs before either resolving their enquiry or directing them to the appropriate service. The position is also responsible for providing:

- Guided assistance to students in the Stop 1 self-manage space
- Roaming assistance across waiting areas
- Reception duties for booked appointments on Level 1
- Management of transactional enquiries
- Oversight of publications stock.

Under the immediate supervision of a Student Services Team Leader, the position works closely with other Stop 1 staff to ensure delivery of high quality, responsive customer service in a dynamic frontline environment. The development of strong working relationships with other student services teams and the wider University is central to the role.

Reporting line: Student Services Team Leader

No. of direct reports: 0

No. of indirect reports: 0

Direct budget accountability: #

Key Dimensions and Responsibilities:

Task level: Moderate

Organisational knowledge: Significant

Judgement: Moderate

Operational context: *

OH&S and compliance: All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct. These include general staff responsibilities and those additional responsibilities that apply for managers, supervisors and other personnel. Specific responsibilities for the role are available at <http://safety.unimelb.edu.au/topics/responsibilities/>.

Staff must comply with all relevant requirements under the University's risk management framework including legislation, statutes, regulations and policies.

Core Accountabilities:

CUSTOMER SERVICE

- ▶ Proactively manage frontline enquiries with a clear commitment to the delivery of service excellence and the student experience in accordance with the University Services Values and Behaviours and the Academic Services SPARK framework.
- ▶ Assist students with transactional enquiries, such as academic transcripts, thesis submission balloons, and financial loan cheque collections.
- ▶ Support student ID card activity, including oversight of casual staff.
- ▶ Adhere to established business practice guidelines and referral protocols, and use sound judgement to determine when to refer enquiries on to specialist teams for higher level advice or support.
- ▶ Ensure that all interactions are managed sensitively and in accordance with the University's privacy policy. This includes appropriate management of feedback and complaints.

ORGANISATIONAL/ADMINISTRATIVE SKILLS AND TRAINING SUPPORT

- ▶ Effectively utilise University systems and adhere to the business processes and procedures that govern their use.
- ▶ Adhere to roster and break schedules, ensuring your time is effectively and responsibly managed to minimise impact on broader service delivery.
- ▶ Participate in the training of new professional and casual student staff as required.
- ▶ Assist with the ongoing mentoring of casual student staff by role modelling professional behaviours, and supporting their professional development.

TEAM CULTURE AND STAKEHOLDER RELATIONSHIPS

- ▶ Actively contribute to a positive and professional work environment that fosters innovation, teamwork, high achievement, continuous improvement and job satisfaction.
- ▶ Build effective relationships with Stop 1 colleagues and all internal stakeholders to identify and develop initiatives that optimise access to information and ensure a student-centred and coordinated approach to service delivery.

PROJECTS AND OTHER ACTIVITIES

- ▶ Participate in the University's annual Open Day activities and assist with other student-related activities (such as graduation ceremonies and outbound campaigns) as required.
- ▶ Continuously develop professional knowledge and skills, demonstrate commitment to the shared services model, and keep up to date with new developments relevant to the role and the University's broader objectives.
- ▶ Adhere to Occupational Health and Safety (OH&S) and Environmental Health and Safety (EH&S) responsibilities as outlined in Section 6.
- ▶ Provide assistance with additional activities as required.

Selection Criteria:

1. An undergraduate qualification and/or equivalent mix of education and relevant experience in a dynamic service delivery environment.
2. Demonstrate the University Services Values of University First, Service Excellence and One Team by: acting in the best interest of your employer; striving to deliver beyond expectations and taking ownership; and connecting with people and building relationships in your workplace.
3. Demonstrated commitment to providing quality customer service and the ability to proactively and enthusiastically engage with customers in a fast-paced, front-line service environment.
4. Sound interpersonal communication skills, with demonstrated experience in effectively managing enquiries in a face-to-face service environment.
5. Strong organisational skills and the ability to work flexibly and responsibly.

6. Experience working within a clear set of protocols and guidelines, including the appropriate referral of enquiries for specialist assistance.
7. Ability to apply sound judgement, be sensitive to individual circumstances, and maintain a high level of confidentiality.
8. Ability to work collegially in a team environment, share information and provide feedback on opportunities for service improvement.
9. Sound written and computer literacy skills, and the ability to learn new technologies.

Other job-related information:

- The Contact Centre's normal hours of operation are 8.45am-7.30pm, Monday-Friday - the ability to work staggered 7.25hr shifts between these times as required.
- Non-standard work hours may occasionally be required during peak periods.
- Annual leave must be taken at a time which accommodates peak workflows. Leave from December through March and June through July is unlikely to be approved unless there are extenuating circumstances.