

POSITION DESCRIPTION – General Staff

Position Title: Casual Client Service Representative

Level: 3/4

Faculty/Division: Academic Registrar's Division

Department/Location: ARD

Primary purpose of the position:

This position is located in the Academic Registrar's Division, which is responsible for the provision of client service to students and staff of the University. The Client Service Representative will be the primary point of contact for information and customer service for UOW students and external clients; therefore, a commitment to customer service excellence and continual improvement is essential. This position also requires the ability to comprehend and effectively communicate University policies, procedures and concepts to the variety of clients.

Position Environment:

The Academic Registrar's Division:

- aims to maximise student retention through the provision of outstanding customer service; and
- advises Senior Executive on matters concerning customer service.

Major Responsibilities:

Tasks	Percentage of time	Office Use Only
1. Provide guidance and exceptional customer service to students and other stakeholders in matters related to the student's lifecycle and to UOW services (via face to face, email and telephone enquiries).	70%	☐
2. Undertake processing of student lifecycle functions.	10%	☐
3. Contribute to the planning and improvement of client services.	5%	☐
4. Support UOW student functions such as orientation, enrolments and graduation.	5%	☐
5. Assist with the promotion of services available to students and stakeholders.	5%	☐
6. Undertake any other duties as within the range of skills normally employed by an officer of this classification.	Ongoing	☐
7. Observe principles and practices of Equal Employment Opportunity.	Ongoing	☐
8. Have WHS responsibilities, accountabilities and authorities as outlined in the WHS Duties and Responsibilities Document .	Ongoing	☐

Reporting Relationships:

Position Reports to: Team Leader Client Service
Senior Manager, Client Service

The position supervises the following positions: N/A

SELECTION CRITERIA - Knowledge & Skills:

Essential:

- Experience in the provision of excellent client service.
- Proficient knowledge of the MS Office suite of products (i.e. Word, Excel).
- Excellent oral and written communication skills.
- Demonstrated ability to effectively communicate and interact with individuals from a variety of cultural and non-English speaking background(s).
- Ability to solve problems and exercise judgement in a fast-paced work environment.
- Ability to establish and maintain effective working relationships with a variety of key stakeholders and harmoniously within a team.

Desirable:

- Proven ability to identify and propose process improvement solutions.
- Fluency/proficiency in another language (ideally Mandarin).

SELECTION CRITERIA - Education and Experience:

Essential:

- A TAFE-level qualification in a related area and/or an equivalent combination of relevant experience and/or education/training.

Personal Attributes:

- Shows a passion for customer service
- Capacity to work effectively and professionally under pressure
- Openly respects individual differences
- Takes pride in work and surroundings
- Ability to take initiative

Special Job Requirements:

The successful applicant will be able to work extended hours when necessary.

Approval:

Approval by Head of Unit: Megan Huisman, Academic Registrar

Date: _____

Approved by Human Resources: _____

Date: _____