

Human Resources

Position Description



Position Title:	Customer Service Officer: Training Services
Accountable To:	RTO Manager: Compliance And Quality
Location:	South Australia or Western Australia
Hours:	Full Time or Part Time (as negotiated)

Position Overview

The Customer Service Officer: Training Services is responsible for delivering outstanding administration and support services for the Training Services teams and providing customer service to the Organisation, Participants and key stakeholders in accordance with RTO Standards and any training contract requirements.

Personal Attributes

You will be a mature minded individual with a high level of interpersonal communication and organisational skills. You will possess a friendly and courteous manner. The ability to prioritise work, meet deadlines and work under pressure is essential. You will be a team player, with a demonstrated ability to show initiative and who will professionally represent the organisation. You must be a flexible individual possessing a can-do attitude. The ability to communicate effectively with Participants from a range of backgrounds, employers, fellow staff members and the general public is essential.

Responsibilities:

The Customer Service Officer: Training Services is responsible for:

- Providing professional reception desk services, including telephone enquiries
- Ensuring all stakeholder enquiries are dealt with efficiently and accurately
- Ensuring that general office administration duties are completed accurately, in the time set out and adhere to RTO standard operating procedures and Organisational policy
- Providing booking services for the RTO and supporting the processing of participant referrals to training programs.
- Confirming booked appointments and recording outcomes accurately, within specific timeframes
- Maintaining the professional standard of the reception area, waiting area, common areas and lunch room facilities
- Maintaining stock levels of office supplies, stationery, and bulk printing needs for all training sites
- Entering data efficiently and accurately across Eighty9 systems ensuring contractual and organisational timeframes are met
- Managing training room, workstation and office bookings
- Coordinating daily courier and mail services
- Processing purchase orders, invoicing, banking and reconciliation for site expenditure
- Ensuring currency of site information including staff location and contact details
- Ensuring office equipment is maintained in working order
- Other duties as directed by RTO Managers.

Quality Standards, Regulations and Responsibilities:

The Customer Service Officer: Training Services is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Organisation's Policies and Procedures
- The government authority contractual requirements and specifications
- The government authority Code of Practice and Service Provider Instructions
- The government authority complaints procedures
- The VET Quality Framework
- ISO:9001 Quality Management System
- ISOIEC 27001: 2023 Information Security Management System

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- Relevant Commonwealth and State Legislation
- The Organisations Work Health and Safety System
- Work Health and Safety Acts

Qualifications:

- Relevant experience in the Training Services sector in an administrative role is desirable.

Key Skills/Attributes:

- Demonstrated ability to provide quality administration and clerical services.
- Demonstrated ability to provide outstanding customer service, both on the phone and face to face
- An awareness of the barriers facing diverse people, and the ability to communicate effectively with clients from a variety of backgrounds
- Excellent organisational skills
- High level of communication, interpersonal and negotiation skills
- An awareness of relevant legislation including Anti-discrimination, Equal Employment Opportunity, Workplace Health and Safety, Privacy and Freedom of Information, Child Safe Environments, Vet Framework Legislation.
- Computer skills – Microsoft suite, Internet & email.

Desirable Skills/Attributes:

- Experience working with government contracts and an understanding of Training Providers.

Additional Factors:

- Driver's Licence essential
- This position may require occasional attendance at meetings or training outside normal business hours
- National Police Clearance
- Work with Children Check

Selection Criteria

- Experience in a front desk role
- Developed communication and interpersonal skills with the ability to engage Participants, and to present the organisation as a highly professional organisation to its business partners and the general public.
- Proven ability to work as part of a dynamic, outcome focussed team.