

AMEP/SEE CUSTOMER SERVICE OFFICER

BRANCH/UNIT	Education and Training		
TEAM	Adult Migrant English Program (AMEP) Skills for Education and Employment (SEE) Contract Management Unit		
LOCATION	Various		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 4		
POSITION NO.	TBA		
ANZSCO CODE	599999	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au		

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape. TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

The Adult Migrant English Program (AMEP) and Skills for Education and Employment (SEE) program are funded by the Australia Government Department of Education and Training. The AMEP is available to eligible migrants and humanitarian entrants to help them learn foundation English language and settlement skills to enable them to participate socially and economically in Australian society. The SEE program provides high quality training to help job seekers address language, literacy and numeracy barriers with the expectation that such improvements will enable them to obtain sustainable employment and/or undertake further education and training. TAFE NSW delivers the AMEP in rural, regional and metropolitan locations and SEE in regional, rural and remote NSW.

2. POSITION PURPOSE

The AMEP/SEE Customer Service Officer is responsible for providing a range of high quality customer service and administrative services to effectively support the AMEP/SEE team's program of work and operations.

3. KEY ACCOUNTABILITIES

1. Respond to a range of client enquiries whether over the telephone, through email or in person on matters related to the AMEP/SEE programs including enquiries relating to client eligibility and participation requirements.
2. Register and process client referrals on the IT Management Information System (MIS) to meet required time and accuracy standards.
3. Support AMEP/SEE clients with course registration, commencement and completion processes within time limits, identifying and resolving issues, and appropriately referring and seeking advice, including technical support as needed.
4. Coordinate and schedule initial interviews and assessments for AMEP/SEE clients ensuring effective communications and appropriate support for practical arrangements.
5. Monitor and follow up on childcare attendance and notify any discrepancies to the Regional AMEP/SEE Coordinator where needed to support compliance with the program requirements.
6. Appropriately refer AMEP clients to other programs and support services including the Home Tutor Scheme and/or Distance Learning when required in line with program policies, criteria and procedures.
7. Perform accurate data entry, processing and database maintenance tasks using relevant systems and software to support client and team activities and meet internally and externally set deadlines, including processing client course and childcare applications and enrolments and creation of unique student identifiers (USIs).
8. Maintain accurate and timely electronic and physical records to meet contractual and financial deadlines, including creation of client files, recording and updating attendances, assessment results and other client events.
9. Record and refer complaints or issues appropriately according to the relevant policy.
10. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
11. Place the customer at the centre of all decision making.
12. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Communicating and relaying information clearly to clients who have varying levels of English language proficiency and limited knowledge of Australian culture, customs and practices.
- Managing, planning and prioritising work and responses to enquiries in a high volume business environment to meet conflicting and critical deadlines with minimal input from line manager.
- Meeting tight data entry deadlines required to meet contractual compliance.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
AMEP/SEE Regional Coordinator	<ul style="list-style-type: none"> Receive leadership, guidance and support. Implement procedures to ensure data timeliness and contractual compliance. Notify data discrepancies or issues with meeting deadlines.
Information Systems Support Officer	<ul style="list-style-type: none"> Receive advice on AMEP eligibility. Receive support on using the Commonwealth's AMEP/SEE IT Management Information Systems.
AMEP/SEE Pathway Guidance Officer	<ul style="list-style-type: none"> Refer any complaints or client issues Work as a team to ensure excellent customer experience at the local level
Work team	<ul style="list-style-type: none"> Participate in meetings, share information, provide input to continual improvement Support administratively as required
External	
Community stakeholders	<ul style="list-style-type: none"> Communicate clearly and effectively with local referring agencies, including Humanitarian Settlement Services and jobactive providers
Clients	<ul style="list-style-type: none"> Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.

6. POSITION DIMENSIONS

Reporting Line: AMEP/SEE Regional Coordinator

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: TBA

Budget/Expenditure: TBA

Decision Making:

- Makes decisions that may have a minor impact externally within defined parameters and based on sound subject matter knowledge and professional judgment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Experience working in a customer focused environment, requiring flexibility and the ability to proactively solve problems and present a professional image to clients and the public.
2. Demonstrated ability to prioritise work to meet deadlines and maintain high levels of accuracy in providing information and entering data in a high volume working environment.
3. Experience applying a range of keyboard, data entry and computing skills and using corporate systems.
4. Demonstrated ability to liaise effectively with clients with varying levels of English language proficiency.
5. Ability to address and meet focus capabilities as stated in the Position Description.




8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities in **bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
 Personal Attributes	Display Resilience & Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan And Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities for the AMEP/SEE Customer Service Officer are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Value Diversity	Intermediate	<ul style="list-style-type: none"> • Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints. • Seek input from others who may have different perspectives and needs. • Adapt well in diverse environments.
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences. • Allow others time to speak. • Display active listening. • Explain things clearly. • Be aware of own body language and facial expressions. • Write in a way that is logical and easy to follow.
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation. • Demonstrate a thorough knowledge of the services provided and relay to customers. • Identify and respond quickly to customer needs. • Consider customer service requirements and develop solutions to meet needs. • Resolve complex customer issues and needs. • Co-operate across work areas to improve outcomes for customers.
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • Complete own work tasks under guidance, within set budgets, timeframes and standards. • Take the initiative to progress own work. • Identify resources needed to complete allocated work tasks. • Seek clarification when unsure of work tasks.
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks. • Apply practical skills in the use of relevant technology. • Make effective use of records, information and knowledge management functions and systems. • Understand and comply with information and communications security and acceptable use policies. • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies.