Role Description
Customer Service Representative

Role Description Fields	Details
Cluster	Education
Department/Agency	TAFE NSW
Division/Branch/Unit	Student Experience Group
Position Description no	10011-01
Classification/Grade/Band	TAFE Worker Level 3
Senior executive work level standards	Not Applicable
ANZSCO Code	541100
PCAT Code	1139183
Date of Approval	May 2021
Agency Website	www.tafensw.edu.au

Agency overview

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.

Primary purpose of the role

This position is responsible for delivering enquiry management and transactional support to enable the delivery of the Student Services Branch service catalogue for all cohorts across the customer journey. Through customer focused service delivery, the Customer Service Representative will support a multi-channel approach that maximises the enrolment retention and completion of TAFE NSW students and supports the provision of associated services to other TAFE NSW customers.

Key accountabilities

1. Provide a high-quality customer-focused service to prospective and current students and TAFE NSW alumni across multiple channels to enhance the customer experience and maximise first contact enquiry/transaction resolution.
2. Deliver high quality customer service for a range of transactions and enquires across the Student Services Branch catalogue in consistently meeting service level standards and adhering to TAFE NSW processes, associated compliance and legislative requirements and TAFE NSW systems ensuring a consistent focus on data integrity.
3. Collaborate with teams across Student Services, Student Experience Group and other key internal stakeholders to effectively resolve and escalate, if required, customer enquiries and transactions for prospective and current students and TAFE NSW alumni.
4. Actively contribute where required to any team within Student Services Administration and Student Sales to support the effective management of high volumes of customer transactions and enquires in peak periods and where organisational priorities and demand may change.
5. Demonstrate an understanding of the diverse needs of TAFE NSW customers and actively refer identified customers to the relevant specialist TAFE NSW support service based on individual circumstances of the customer.
6. Actively participate in the continuous improvement of processes and procedures across the Student Services Branch catalogue.
7. As a member of the broader Student Services team, actively contribute to achieving and supporting an engaging and inclusive campus/cluster and Branch culture, which supports the Student Services Branch vision and is aligned to TAFE NSW values.
8. 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.
9. Place the customer at the centre of all decision making.
10. Work with the Line Manager to develop meaningful performance development and review plans.

Key challenges

- Maintaining focus, performance, quality and output in a high-volume complex operating environment.
- Adapting to changes in environment and consistently learning new processes, approaches and systems.
- Ensuring knowledge of broad range of courses, products, policies, procedures and systems is current and compliant.
- Flexibility to support service delivery across Student Sales and Student Administration Services where required.

Key relationships

Internal

Who	Why
Line Manager	• Receive leadership, direction and support. • Receive work schedule and location.
Student Administration Services/Student Sales Teams	• Collaborate across teams to ensure effective enquiry/transaction resolution by referring/escalating transactions to appropriate team members. • Share knowledge and process information to ensure accurate/latest information is provided to existing and prospective customers. • Liaise on workflows across teams and referring/directing customers to the appropriate officers for Tier 2 services. • Escalate and/or refer enquiries for advice, action and resolution to relevant support services, specialist teams or advisors.
Student Services Operations teams	• Seek and receive specialist advice, updates and support for complex and compliance matters and as required. • Provide information and data.
Broader Student Services and SEG Delivery Group (including teachers)	• Seek guidance on subject expert matters/ processes. • Provide accurate information and support on processes. • Seek and receive information for student administration processes. • Liaise with and direct customers to appropriate student services specialists to assist with information on support.
Broader Student Experience Group	• Liaise and collaborate on shared outcomes in supporting services and delivery.
Systems Group	• Liaise to report errors and assist in the implementation of upgraded applications. • Liaise and inform on technical issues and system performance.
Shared Services Group (corporate services functions and processes)	• Liaise as required on data, transactions, process workflows and corporate procedures.

External

Who	Why
Prospective students and existing students	• Provide advice and information, supporting growth in enrolment, completion and retention rates. • Respond, assist and support on first line enquiries and administration processes.
Employers, third-party enquirers, government and regulatory bodies	• Provide general front-line information and direct them to the appropriate teams. • Seek and access information to assist with student administration processes such as on current travel concessions dependent on team activities.

Role dimensions

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.

Reporting line

Assigned Team Leader

Direct reports

Nil

Budget/Expenditure

TBA

Essential requirements

1. A valid Working with Children Check (required prior to commencement).
2. Certificate III in relevant discipline or equivalent skills, knowledge and experience.
3. Demonstrated capability to provide customer focussed responses and information in a high-volume environment, across enquiry channels including phone, chat, email and web based, delivering high standard of customer experience.
4. Demonstrated ability to listen, interpret and convey information in a clear, accurate and appropriate manner responsive to individual customer needs.
5. Demonstrated administration skills to support contact centre activities and transactions processes including use of office technology, information and customer relationship management (CRM) systems.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be open to new ideas and approaches • Offer own opinion, ask questions and make suggestions • Adapt well to new situations • Do not give up easily when problems arise • Stay calm in challenging situations	Foundational
Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 • Cooperate across work areas to improve outcomes for customers	Intermediate
Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Ask questions to explore and understand issues and problems • Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may have an impact on completing tasks • Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems • Consider user needs when contributing to solutions and improvements	Foundational
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security	Foundational

NSW GOVERNMENT

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Foundational
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Foundational
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Foundational
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Foundational
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
Business Enablers	Project Management	Understand and apply effective planning, coordination and control methods	Foundational