

CUSTOMER SERVICE SUPPORT OFFICER

BRANCH/UNIT	Student Services		
TEAM	Student Services		
LOCATION	Various		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 3		
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.

2. POSITION PURPOSE

The Customer Service Support Officer is responsible for performing a range of customer service and administrative support activities including customer enquiries, course information, student records, enrolments, admissions, and examinations undertaken in a manner that promotes a professional and engaging service environment for the learning locations.

3. KEY ACCOUNTABILITIES

1. Provide quality frontline customer service ensuring the provision of clear concise information to all external and internal customers in order to promote a positive and professional image.
2. Deliver an effective and timely referral service to provide a cohesive student support service at the learning location.
3. Perform accurate and timely processing of all student and administration functions including processing student entitlements, TAFE fees, TAFE Card, exemption and refund applications to ensure the provision of a quality and seamless student service and compliance with legislative and financial requirements.
4. Undertake accurate and timely entry of all data relating to student administration, course information and customer enquiries to ensure the integrity of information retained for reporting, analysis and governance requirements.
5. Undertake general office support for the learning location including word processing, photocopying, filing, document distribution, room and VC bookings, fleet allocation and operation of office based equipment to enable the delivery of a customer centric service, optimum use of facilities and the retention of records/information that is compliant with legislative and TAFE requirements.
6. Coordinate the maintenance of all networked office related equipment to ensure minimal disruption to the flow of work and provision of customer service.
7. Coordinate exams, order and secure exam papers and room allocations to ensure that all examinations are conducted in accordance with prevailing guidelines and policies.
8. Develop positive and collaborative working relationships with other members of Student Services and related teams supporting each other to manage workflow, solve problems and deliver an effective customer service.
9. Assist with quality assurance and continuous improvement processes to provide consistency and best practice.
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

- Balancing competing demands and expectations of the position while maintaining optimal service provision
- Resolving complex issues without the local presence of a Manager on site at all times.
- Collating information required from a range of sources in keeping with relevant legislative requirements.
- Maintaining consistently high levels of customer service in a high volume and fast paced environment.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Coordinator Student Services Teams	<ul style="list-style-type: none"> • Receive leadership, direction and support
Education Directorate staff	<ul style="list-style-type: none"> • Provision of administrative support
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Business Support units	<ul style="list-style-type: none"> • Development of relationships, referrals and provision of timely service
Separate or Integrated Connected Learning Centre (CLC)	<ul style="list-style-type: none"> • Provide a first level of support for resourcing teachers and students
External	
External customers	<ul style="list-style-type: none"> • Advice, information exchange and referrals

6. POSITION DIMENSIONS

Reporting Line: Coordinator Student Services Teams

Direct Reports: Nil

Indirect Reports: Nil

Financial delegation: Nil

Budget/Expenditure: Nil

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. Certificate IV in relevant discipline or equivalent skills, knowledge and experience.
2. 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	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
 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	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities for the Customer Service Support 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

In the table below, you have capabilities for Delivering Results at both the Foundational and Intermediate level. You will need to choose which one you want and delete the other (and potentially update the table directly above if required).

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes		
Manage Self	Foundational	<ul style="list-style-type: none"> Be willing to develop and apply new skills. Show commitment to completing work activities effectively. Look for opportunities to learn from the feedback of others.
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	Foundational	<ul style="list-style-type: none"> Display familiarity and confidence in the use of core office software applications or other technology used in role. Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation. Understand information, communication and document control policies and systems, and security protocols. Comply with policies on acceptable use of technology.