

Position Description

Position Title: Customer Services Officer
 Reporting to: Manager/Team Leader
 Status: Full Time / Part Time / Casual Employee
 Location(s): Loganholme ... Forrestdale ... Knoxfield ... Other:

Purpose of the Position

This role is pivotal in dealing with clients and capturing accurate data in relation to all Interlink student information and the successful production of student certificates and qualifications. The main focus of the role is to ensure we maintain company integrity, and client satisfaction, by efficient and effective client interaction and collation of all training records along with prompt and accurate resulting.

Responsibility & Duties

➤ **Key Result Area 1 – Customer Service**

Provide high quality customer service in line with Interlink’s policies and procedures.

Key Performance Indicator A

- Perform reception and telephone duties in providing guidance and advice to our clients and to book them into Interlink training programs.

Key Performance Indicator B

- Respond to our customer (employer and student) and trainer enquires (phone and electronic) in an efficient and effective manner. Ensuring they are kept fully informed at all steps of the process from enquiry to service delivery.

Key Performance Indicator C

- Undertake administrative tasks with attention to detail to ensure compliance.

➤ **Key Result Area 2 – Student Management**

Maintain accurate student records in accordance with the requirements of Interlink Training and the guidelines set by the Australian Skills Quality Authority (ASQA).

Key Performance Indicator A

- Gain a full understanding of the Student Management system (aXcelerate) to ensure accurate data input and retrieval and ASQA compliance.

Key Performance Indicator B

- Complete accurate resulting of all competencies undertaken by students, and the issuing of all related certifications and documentation, in a timely and compliant manner. Ensuring customer (employer and student) are kept fully informed at all steps of the process.

Key Performance Indicator C

- Maintain efficient record keeping practices which include but are not limited to; the compilation/scanning, filing/archiving, Student/Employer survey register for all training and to ensure compliance with ASQA annual reporting requirements.

➤ **Key Result Area 3 – Events**

Provide assistance to ensure presentation of an efficient and professional training environment for all stakeholders, at all times.

Key Performance Indicator A

- As per your manager/team leader directives, and in conjunction with the relevant trainer/assessor, ensure all training resources are prepared and provided in a timely manner. Ensuring they are kept fully informed at all steps of the process from enquiry to service delivery, data entry and issuance of certificates.

Key Performance Indicator B

- Assist in the preparation, and maintain the cleanliness of, meeting rooms, training and tea rooms, to required standards and assist with maintaining training equipment in a safe, compliant and clean condition.

Key Performance Indicator C

- As necessary, prepare and/or assist with the updating and/or marketing of Interlink training courses in hard, electronic or social media format.

Work Experience & Skills

Essential	Desirable
Previous experience in providing high quality customer service in a fast-paced office environment.	Previous experience in working in a registered training organisation (RTO).
Previous experience in working in a highly regulated and compliance driven industry, with strong attention to detail.	Formal qualifications would be highly regarded but not essential.
Sound knowledge of Microsoft Office suite (Word, Excel, Power Point and Outlook) including high level keyboard skills.	Current driver's licence and vehicle or the capacity to take one source of public transport to get to the office.
Be a confident communicator with excellent interpersonal skills in dealing with internal and external stakeholders.	Experience in utilising a RTO student management system, such as aXcelerate.
Highly developed time management and the ability to prioritise tasks.	
Have a strong work ethic and team ethos.	
Ability to work with minimal supervision.	
Referee reports from previous manager(s).	