

Particulars	
Position Title	Client Service Officer
Reporting To	Manager/Team Leader
Employment Basis	Full Time / Part Time / Casual
Location	Forrestdale / Loganholme / Knoxfield

Purpose of the Position
<p>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.</p>

Responsibilities and Duties
<p>➤ Key Result Area 1 – Customer Service Provide high quality customer service in line with Interlink’s policies and procedures.</p> <p>Key Performance Indicator A</p> <ul style="list-style-type: none"> Perform telephone duties in providing guidance and advice to our clients and to book them into Interlink training programs. Assist with reception duties in the absence of the Client Services – Receptionist. <p>Key Performance Indicator B</p> <ul style="list-style-type: none"> 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. <p>Key Performance Indicator C</p> <ul style="list-style-type: none"> Undertake administrative tasks with attention to detail to ensure compliance.
<p>➤ 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).</p> <p>Key Performance Indicator A</p> <ul style="list-style-type: none"> Gain a full understanding of the Student Management system (aXcelerate) to ensure accurate data input and retrieval and ASQA compliance. <p>Key Performance Indicator B</p> <ul style="list-style-type: none"> 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. <p>Key Performance Indicator C</p> <ul style="list-style-type: none"> 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.

Position Description – Client Service Officer

➤ 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 and Skills

Essential	Desirable
<ul style="list-style-type: none"> Previous experience in providing high quality customer service in a fast-paced office environment Previous experience in working in a highly regulated and compliance driven industry, with strong attention to detail Sound knowledge of Microsoft Office suite (Word, Excel, Power Point and Outlook) including high level keyboard skills Be a confident communicator with excellent interpersonal skills in dealing with internal and external stakeholders Highly developed time management and the ability to prioritise tasks Have a strong work ethic and team ethos Ability to work with minimal supervision 	<ul style="list-style-type: none"> Previous experience in working in a registered training organisation (RTO) Formal qualifications would be highly regarded but not essential Current driver's licence and vehicle or the capacity to take one source of public transport to get to the office Experience in utilising a RTO student management system, such as aXcelerate