

Position Title	Reception Officer
Portfolio	Student Experience
Division	Student Administration
Department/Cost Centre	Student Administration - 05100
Classification	Specialist Staff 3
Position Number/s	102799
Reporting to	Team Leader – Reception
Supervises	Nil

Who is South West TAFE?

South West TAFE is an education hub with a difference. We bring innovative education and industry insider knowledge together to power talent for tomorrow.

To better meet the demands of the fast paced world of 21st Century business, our courses are designed by industry and taught by professionals.

With over 150 courses on offer, we are well suited to provide quality hands-on training across the major business sectors. Plus, our teachers, training facilities, support services and direct links with industry are second to none. Our campuses are located in Warrnambool, Portland, Hamilton and Colac, with facilities and services set to expand as the region grows.

Our **Ambition** – Education that Creates a lifetime of opportunity for all.

Our **Purpose** – We provide accessible and equitable training and education opportunities that enable our students, industry partners and communities to flourish.

Our **Values** are:

- **Integrity & Impartiality** - We are transparent and ethical in all that we do, every day
- **Respect & Human Rights** - We demonstrate trust, understanding and embrace diversity
- **Leadership** - We will be forward thinking, collaborative and inspirational
- **Accountability** - We take ownership of our actions and deliver on our promises
- **Responsiveness** - We will deliver and respond with care.

Division Overview

The Student Administration team provides exceptional customer service to our clients, and is the first point of contact for information, advice and assistance on a range of SWTAFE and student administration processes. Information and advice is provided to prospective, present and past students on a broad range of matters from initial enquiry, applications, course admission and enrolment, fees and student finances, through to careers advice and graduation. The Student Administration team provides a friendly and welcoming environment to students, prospective students, the broader community, SWTAFE staff, and ensures services are delivered efficiently, accurately and in a timely manner.

Position Overview (Your Opportunity)

As one of the first points of contact with South West TAFE, the Reception Officer fulfils an important public relations and customer service role. The Reception Officer responds to course enquiries, provides course information and discusses details relating to prerequisite requirements, qualifications, and the application and enrolment procedures. There may be a requirement to refer potential students to other relevant staff. The role works cooperatively with both internal and external clients and with a range of staff across all campuses.

The Reception Officer is integral to South West TAFE's enquiry and application processes and supports the Team Leader - Reception with the planning and implementation of SWTAFE administrative services at each of the relevant campus locations.

Key Accountabilities

All South West TAFE staff are required to act and work in the best interest of the organisation, as such every staff member has accountabilities to uphold for both their position and the wider organisation, These accountabilities include but are not limited to:

Your Position

- Providing a range of client focussed information and advisory services including application, course information and fee payment options
- Provide exceptional service for all enquiry channels: face to face, phone, email, live web chat
- Respond to all enquiries in a timely, consistent and accurate manner, in line with SWTAFE service standards, showing initiative and accountability by following enquires through to completion
- Providing direction to applicants to ensure accurate and timely completion of all required application steps, including awareness of PTR LLN, USI and Identification requirements
- Accurately and efficiently update details as required on student profiles on the SWTAFE Student Management System (SMS) and Customer Relationship Management (CRM) systems
- Review and update CRM and SMS systems ensuring data is maintained and compliant with SWTAFE expectations
- Providing applicants with application stage confirmation and all required information
- Ensure service excellence through setting professional standards and measuring outcomes against them on a daily basis
- Provide a range of administrative support services across the department including data entry, enquiry and application processing, reporting, printing, copying and records management to support SWTAFE business systems, processes and initiatives
- Liaise with internal stakeholders including administration, teaching and management to ensure data is maintained and compliant with SWTAFE expectations
- Provide accurate and up to date information in relation to South West TAFE's courses and relevant processes to ensure all application requirements are complete and all enquiries responded to within service standard timeframes
- Maintaining a polite and considerate approach when dealing with all students, staff, customers and community members
- Provide referrals to the skills and jobs centre in line with organisation guidelines
- Keep up to date with relevant information and industry best practice

Your Organisation

- Recognise areas in which guidance and support is required from the Manager and seeks appropriate assistance
- Keep up to date with relevant information and industry best practice
- Comply with internal policies and procedures including the Code of Conduct
- Demonstrate the organisational values on a daily basis and proactively seeks to maintain a healthy and safe work environment
- Commit to access and equity principles in carrying out work functions
- Actively participate in the organisations Achievement Development Program (ADP)

This position description describes in general terms the normal duties which the position is expected to undertake. However, the duties described may vary or be amended from time to time without changing the level of responsibility.

Key Selection Criteria (Key to Success)

Successful candidate will demonstrate the best combination of the following characteristics;

- Demonstrated professionalism and excellence in customer service including reception services, cash handling, information provision and the resolution of customer concerns
- Proven communication and interpersonal skills including the ability to build strong client and staff relationships in a professional manner and interact effectively with a diverse range of people
- Demonstrated initiative, problem solving skills and attention to detail
- A proactive approach and proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and to prioritise work
- Flexibility in a changing environment with a focus on delivering an exceptional customer experience
- A team player who achieves goals, with a proven ability to quickly learn and utilise multiple platforms

Qualifications and Requirements

Mandatory requirements

- Completion of Certificate III or year 12 and demonstrated relevant experience or equivalent relevant experience. Lesser formal qualifications and relevant knowledge of the job or experience may be considered.
- High level of digital literacy.
- Current Drivers Licence
- Ability to obtain an Employee Victorian Working and a Children and satisfactory Police Check

Highly desirable requirements

- A Certificate IV in Business, Business Administration or Financial Services and/or equivalent relevant industry experience. Lesser formal qualifications and relevant knowledge of the job or experience may be considered
- Experience or an understanding in relevant industry software and programs (e.g. Customer Relationship Management systems)

Additional Information

- South West TAFE supports Equal Employment Opportunity and are committed to make diversity, equality and inclusion part of everything we do – from how we develop and deliver our courses, to how we build our diverse workforce. We actively encourage applicants from all backgrounds to apply
- South West TAFE is a child safe organisation focusing on the wellbeing and inclusion of children and young people
- Position, requirements, classification skill level required and conditions in accordance with South West Institute of TAFE (Specialist Staff) Enterprise Agreement 2023
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive
- SWTAFE may alter this Position Description if and when the need arises to best suit the operation requirements of the position
- Any member of SWTAFE may be required to work at any site dependent upon business needs

	Authority level	Name	Date
Prepared by	Recruiting/Hiring Manager		
Approved by	Department Executive Manager		
P&C review	People and Culture		
Agreed by	Incumbent		