

POSITION DESCRIPTION

Position Title	Connect Contact Officer
Department	Holmesglen Student Recruitment Centre
Faculty/Centre	Engagement and Support
Classification	PACCT Worker Level 3 (PW 3)
Prepared By	Head of Holmesglen Student Recruitment
Date	September, 2023
Reference No	<i>(To be completed by Human Resources Department)</i>
Approved By	Associate Director - Human Resources
Primary Objectives of Position	<ol style="list-style-type: none"> 1. As a first point of contact provide excellent customer service to all clients on available courses and services to achieve first call resolution. 2. Ensure the conversion of course enquiries into enrolments through tailoring course details and information to the specific requirements of individuals. 3. Manage all inbound phone, email and web-based enquiries in a timely manner and proactively guide and engage prospective students in course selection and provide necessary support for the enrolment process.
Manager/Supervisor	Head Of Holmesglen Student Recruitment Centre
Subordinates (Where Applicable)	Not applicable
Internal Communication Requirements	<ul style="list-style-type: none"> ▪ The Manager and staff of the Student Recruitment Centre to ensure that operations of the Centre meet departmental and Institute objectives. ▪ Internal clients in departments and faculties, including students and staff, across all levels of the Institute in the provision of support and information. ▪ Relevant Institute support staff across the Institute in matters pertaining to administrative and other services which support the operations of the Centre. ▪ Management and staff in departments and faculties across all levels of the Institute as required to undertake the responsibilities of the position.

External Communication Requirements

- Prospective students, including parents and guardians as appropriate
- Government and other associated agencies, including career practitioners, in relation to administrative, compliance and operational requirements.

Specific Accountabilities

1. As a first point of contact ensure exemplary customer service providing professional information and advisory services to all clients via phone, web-based and face to face enquiries customer service standards.
2. Capture new contact information and update existing client details through the efficient maintenance of the Client Relationship Management system.
3. Build rapport quickly with current and prospective students through consultative conversations and the competent provision of course information and services which meet career ambition and needs.
4. Proactively manage and resolve complex customer enquiries through the application of a range of available alternatives across all channels of enquiry in accordance with Institute policies and procedures.
5. Liaise with faculty staff across the Institute regarding recognition of prior learning and credit transfer enquiries to ensure all queries are progressed appropriately and in a timely manner.
6. Proactively to manage all assigned enquiries and opportunities and ensure, where possible and practicable, enquiries are converted to confirmed enrolments.
7. Keep informed of all course information changes and maintain course currency by attending information sessions, meetings and/or systematically viewing knowledge management system and website updates.
8. Ensure the provision of accurate fee quotations through the application of student eligibility criteria for government subsidies/incentives and Vocational Education and Training (VET) student loans.
9. Improve and enhance the customer experience by providing assistance with the student administration process, student support services and identify and escalate priority issues on behalf of the customer.
10. Assist with the conduct of periodic surveys to assess the student experience and identify trends to support strategic business decisions.
11. Support the Institute's strategic plan and vision and work to ensure that all activities align to the Institute's commitment to quality
12. Comply with the Holmesglen Management System, including legal and compliance requirements, and contribute to the ongoing improvement of administrative systems and processes within the department.
13. As appropriate support the training of new Connect Contact Officers.
14. Support the Institute's Strategic Plan and Vision and work to ensure that all activities align to the Institute's commitment to quality.

Qualifications

15. Act in accordance with Holmesglen Safety policies and procedures to ensure that departmental work areas are compliant with OH&S legislation.

Relevant degree or diploma with relevant work experience, or a suitable combination of lesser qualifications and significant relevant work experience, preferably in the education sector.

Knowledge

- Understanding of office based software, records management and database management software including Client Relationship and Student Management systems.
- Familiarity with office data and administrative management practices and procedures.
- Knowledge of compliance requirements in the education and training sector preferred.
- Knowledge of policies and procedures related to the enrolment, administration and rights and responsibilities of students would be an advantage.

Experience

- Demonstrated experience in providing high level customer service. Sales experience would be highly regarded.
- Experience working with a Client Relationship Management (CRM) and/or a Student Management System (SMS).
- Experience in an education environment providing advice on courses and enrolment highly desirable.
- Experience in dealing with a broad range of people from a diverse background, over the phone, face to face and via email correspondence.
- Experience working with all aspects of administrative operations in a complex, multi-disciplinary environment including setting priorities in an environment of competing demands.
- Standard and professional business practices, including customer service, preferably in an educational administrative environment.

Skills

- High level of customer service skills and the ability to provide courteous, informative and accurate responses to all enquiries.
- Ability to engage and build rapport with students to discover major decision drivers to increase probability of an application.
- Competence in the use of the MS Office products, internet based software applications and database management software.
- Verbal and written communication skills and well developed interpersonal skills including the ability to interact and liaise effectively with a diverse range of people.
- Ability to work independently and/or coordinate work effectively and collaboratively in a diverse team environment.
- Ability to coordinate workflow, prioritise tasks effectively and work under pressure while maintaining a high level of accuracy and attention to detail.
- Proven time management skills, with a demonstrated ability to meet deadlines, achieve goals and work concurrently on multiple tasks.

Key Selection Criteria

In addition to qualification requirements the successful candidate will have:

1. Highly developed interpersonal skills, verbal and written communication skills, and customer service skills with a demonstrated ability to liaise effectively with external and internal clients.
2. Experience in a client relationship and liaison role demonstrating high level customer service skills by providing courteous, informative and accurate responses to all enquiries.
3. Demonstrated excellent organisational, time management and administrative skills, with the ability to use initiative, accept responsibility and function effectively with limited or no supervision.
4. Demonstrated self-motivation with the ability to maintain privacy and confidentiality, work cooperatively and flexibly and organise multiple tasks and competing demands
5. Demonstrated proficiency in the use of the MS Office products, internet based applications and database management software and systems. Knowledge of student administration and systems would be an advantage.
6. Experience in the provision of administrative support and the ability to establish and maintain effective office management systems and records.

Note

- This position description describes in general terms the normal duties which this position is expected to undertake. Duties not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from people occupying positions classified at this level may be allocated.
- Key Performance Indicators will be developed with the incumbent and monitored through formal performance review and development discussions.
- The Incumbent may be required to perform his/her duties at any campus or location controlled by Holmesglen Institute or elsewhere as directed.
- Due to the nature of the position, there may be a requirement to accommodate flexible working hours and attendance requirements.
- Holmesglen is a child safe organisation. This position requires a current Victorian Employee Working with Children Check.
- Holmesglen cultivates a workforce that embraces and values student voice and partnership.
- Employees attending certain workplace settings, including health and care facilities, may be required to meet mandatory vaccination obligations.