

Casual Professional (Contact Centre Agent & Student Advising Assistant)

Please note: A duty statement may be developed for casual, sessional or short-term fixed appointments of less than 12 months duration (please refer to [Recruitment & Selection Procedure](#) for further details). This statement should not be more than 2 pages.

Tenure and salary band:	This is a casual HEP3 appointment (Working hours dependent on the business need)
Organisational Unit:	Student Services & Administration
Reports to:	Team Leader, Advisory & HQ
Overall purpose of the position:	The incumbent in this casual role plays a crucial part in delivering exceptional customer service to students and stakeholders of Victoria University (VU). The role involves handling general inquiries, resolving common issues, and providing information on a variety of matters related to both prospective and current students. The Staff is responsible for maintaining positive and helpful interactions across various channels (both in-person and remote) while efficiently using student business systems to deliver accurate and timely assistance.
Location/campus:	The position is currently located across 7 campuses of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations
Major duties include:	
<ul style="list-style-type: none"> ◆ Provide high-quality, accurate, timely and documented advice to students on a range of general matters (e.g. course information, administration, admissions, enrolment, fees, scholarships) and on using student systems (e.g. online enrolment and the MYVU Student Portal), exercising judgement in performing duties in the most efficient and appropriate manner and ensuring that actions are consistent with regulations and processes 	
<ul style="list-style-type: none"> ◆ Document and log all customer interactions accurately in the system, and provide information about, and referral to, other student support services, advisors, programs, and resources; 	
<ul style="list-style-type: none"> ◆ Resolve first level student enquiries efficiently & effectively and escalate where appropriate; Provide student service to the performance and quality standards of Student Services Customer Service Framework and the Student Advising Model; 	
<ul style="list-style-type: none"> ◆ Provide a student advisory service in line with the Student Services Customer Service Framework and in keeping with Student Services current policies and standards for service delivery; 	
<ul style="list-style-type: none"> ◆ To be committed in upholding the VU core values when providing services to students, ensuring we create a positive and impactful environment for all. Ensure we are always welcoming, Ethical, Shaping the future and working together to achieve greater outcomes. 	
Key Selection Criteria:	
<ul style="list-style-type: none"> ◆ Customer Service Focus: Ability to manage both simple and complex inquiries, resolve issues, and provide information on a range of student-related matters. 	
<ul style="list-style-type: none"> ◆ Customer Service Experience: Strong customer service skills with passion about delivering exceptional experience. The ideal candidate will possess excellent communication and interpersonal abilities, with a talent for problem-solving and building rapport. The candidate should also be able to handle inquiries with empathy and efficiency, remain calm under pressure, and work collaboratively in a fast-paced environment. 	

<ul style="list-style-type: none">◆ Attention to Detail: Demonstrated attention to detail and accuracy in a high-volume environment, with the ability to confidently use administrative systems and follow complex processes to ensure data integrity and consistency.	
<ul style="list-style-type: none">◆ Contact Centre Experience: Proven experience interacting with customers or students via phone, chat, and email. (Desirable)	
<ul style="list-style-type: none">◆ Technical Skills: Proficiency with systems used in Student Services & Administration, especially Student One and Right Now (Desirable), as well as experience in a contact centre environment.	
Prepared by Manager:	Endorsed by Staff Member (Full Name):

DUTY STATEMENT

Signature of Manager: X _____	Signature of Staff Member: X _____
Date signed: 29/10/2024	Date signed: