

# Contact Centre Agent

## HEP Level 3

<b>POSITION NUMBER</b>	953024
<b>ORGANISATIONAL UNIT</b>	Student Services & Student Administration
<b>POSITION REPORTS TO</b>	Team Leader Future Students
<b>OVERALL PURPOSE</b>	The Contact Centre Agent plays a crucial role in providing exceptional customer service to students and stakeholders of Victoria University (VU). The role involves handling straightforward inquiries, resolving basic issues, and delivering information about various student-related matters. The Contact Centre Agent is responsible for maintaining a positive and helpful interaction with callers while efficiently navigating student business systems to provide accurate and timely assistance. The role supports the Student Services and Student Administration department in driving collaboration across the institution in pursuit of excellence in student lifecycle activities.
<b>ORGANISATIONAL CONTEXT AND RELATIONSHIPS</b>	<p><b>Within the University the position:</b></p> <ul style="list-style-type: none"> <li>Works closely with other Contact Centre Agents, Team Leaders, VUHQ staff and others in the wider Student Services &amp; Student Administration Department.</li> <li>Works with all other areas of the University including Colleges, Victoria University TAFE, Victoria University International and Trans National teams, Equality Inclusion and Belonging Team, Employability and Success and VU International.</li> </ul> <p><b>Outside the University the position liaises with:</b></p> <ul style="list-style-type: none"> <li>Vendors for key student systems and delivery partners as required.</li> </ul>
<b>LOCATION/CAMPUS</b>	The position is located at the Whitten Oval Campus of the University. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations.

### KEY CAPABILITIES

Victoria University is committed to building core capability across VU through investment in our staff, our systems and our processes. We will develop the capabilities of our staff to:

**Deliver** – Excellence Results-driven, accountability, problem solving focus.

**Engage** – Customer service mind-set internally, externally and particularly for students.

**Collaborate and Partner** – Build successful relationships, communicate effectively, influence and negotiate.

**Innovate** – Entrepreneurship, growth, continuous improvement, digital transformation.

**Lead** – Inspire direction, lead change, manage and develop people.

People and Culture use only

## OUR ORGANISATION

Victoria University (VU) is a dual sector (higher education and TAFE) tertiary institution based in Melbourne, Australia. VU has academic colleges, each covering a broad discipline of study, and several research institutes and research centres. The University has campuses in Melbourne's CBD and western region, and international campuses in Sydney and Brisbane. It also offers courses at partner institutions throughout Asia. Almost 43,000 students, including around 14,000 international students, study VU courses worldwide. In 2016, VU celebrated its 25th anniversary as a university, which also marked its 100 years as an educational institution.

## ORGANISATIONAL UNIT

The Student Services and Administration portfolio has responsibility for domestic and international students, studying vocational or higher education at VU. It supports end-to-end student lifecycle operations and student business system configuration and oversight across VU. This collaborative and integrated service works together with the University's Colleges and other stakeholders to support students across the student lifecycle. The portfolio includes:

- ◆ Enrolments
- ◆ Fees
- ◆ Timetabling
- ◆ Systems configuration
- ◆ Government reporting
- ◆ Student Advising, Contact & Communications
- ◆ Student Life & Leadership
- ◆ Student Equity, Safety and Wellbeing
- ◆ Learning Hubs
- ◆ Service Performance Monitoring & Planning

## MAJOR TASKS AND ACCOUNTABILITIES

- ◆ 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.
- ◆ Handle inbound / outbound calls and inquiries from students and stakeholders professionally and efficiently, navigating student business systems quickly and effectively to provide accurate information and assistance.
- ◆ Document and log all customer interactions accurately in the contact centre system.
- ◆ Where a straightforward issue is identified, through student inquiries regarding enrolments, fees, timetabling, and other related matters, act to resolve the problem, or where appropriate, refer / escalate to Student Advisors and Team Leaders for resolution.
- ◆ Apply sound interpersonal, written and oral communication skills and the ability to interact with individuals from diverse backgrounds to provide student service at the performance and quality standards defined in the Student Services Customer Service Framework and the Student Advising Model.
- ◆ Maintain up-to-date knowledge of university policies, procedures, and services, where possible, anticipate problems before they arise in their area of responsibility.
- ◆ Collaborate with other Contact Centre Agents to share information, provide feedback on common issues to contribute to the continuous improvement of contact centre processes and improve service delivery.

## TYPICAL/MAJOR CHALLENGES

- ◆ Achieving individual and team objectives within specified timelines, handling a high volume of inquiries and maintaining quality service while operating within complex and changing organisational structure.
- ◆ Exercising judgement, sensitivity and discretion when dealing with personal or private student matters, effectively applying an understanding of relevant policies and procedures to confidently and correctly advise students.
- ◆ Resolving student queries at first contact where possible and understanding when to refer to more specialised staff or services.

## LEVEL OF SUPERVISION

- ◆ Operates under routine supervision/general direction from the Contact Centre Team Leader.

## PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

- ◆ Understanding of the student lifecycle and experience for diverse cohorts including TAFE, Higher Education and Research students.
- ◆ Aptitude or ability to work with relevant University student systems and databases.
- ◆ Knowledge and experience of MS Suite including Word, PowerPoint and Excel.
- ◆ Knowledge and understanding of university policies and procedures, how these interact and apply to students.

## KEY SELECTION CRITERIA

### Essential

1. Knowledge or Training Equivalent to; Completion of a trades certificate; or Completion of Year 12 with relevant work experience; or equivalent relevant experience; or a combination of relevant experience and education/training.
2. Ability to work effectively in a team environment, working together with a common purpose and commitment to quality client/customer service to achieve the team's goals.
3. Well-developed interpersonal, verbal and written communication skills, including the ability to interact effectively and maintain confidentiality with a diverse range of staff and students in a University environment in order to meet the position objectives.
4. Proficiency in all aspects of word processing, including Microsoft Word, Excel and Outlook, together with the skill base to quickly gain working knowledge of any University based online system and the ability to navigate and use computer and customer relationship management systems efficiently and effectively.
5. Ability to organise and prioritise workload in a busy/demanding environment and complete competing work tasks within specified timeframes, with ability to handle high-pressure situations with a calm and professional demeanour.
6. With appropriate managerial guidance and support, show adaptability and flexibility in responding to changes in technology, system updates, and evolving training needs.
7. Demonstrated capacity to understand and comply with employer policy and practices in all aspects of work and conduct, including OHS and Anti-Discrimination responsibilities and complete/attend relevant training.

# Organisational Chart

## Student Services and Administration Advisory & HQ



