

Casual Professional (Contact Centre Agent)

Tenure and salary band:	This is a casual HEP3 appointment (Working hours dependent on the business need)
Organisational Unit:	Brand & Marketing Team
Reports to:	Team Leader, Contact Centre
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 while efficiently using student business systems to deliver accurate and timely assistance.
Location/campus:	The position is primarily located at our Whitten Oval campus. The position and incumbent may be relocated to any other existing or future University work locations where it conducts its operations
Major duties include:	
◆ 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	
◆ 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;	
◆ Resolve first level student enquiries efficiently & effectively and escalate where appropriate;	
◆ 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;	
◆ 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.	