



Tasmania University Union

Position Description

Job title:	Contact Centre Officer
Reporting to:	Northern Services Manager
Classification/Salary:	HEW 3
Hours:	Part-time (1 Year Contract – 2 Days/Wk)
Location:	TUU Newnham Campus
Date:	April 2019

Organisational Profile

The Tasmania University Union (TUU) was founded in 1899, is one of the oldest Student Unions in Australia, and is recognised as the peak student body representing all tertiary students attending the University of Tasmania.

The objectives of the TUU are to promote the intellectual, material, social, cultural and sporting life of the students and matters incidental and conducive thereto. To achieve these objectives the TUU promotes sporting clubs and societies, arranges key student events throughout the university year, publishes a student magazine and provides student welfare, representation and advocacy to all students both on campus and off campus.

The TUU is managed by a Board of Management, consisting of University appointed members and student elected members, and is the employer of staff. Student representatives are elected annually to both state and regional councils.

Position Summary

This position will oversee and co-ordinate the frontline services provided to students, staff and other stakeholders by the TUU Contact Centre. Services provided by the Contact Centre include dissemination of information, publications and promotional material, Redline bus tickets, lost property, laminating, faxing, locker hire, and poster authorisation. This role also provides administrative support to the Northern Services Manager as required.

This position requires excellent customer service, organisational skills, and experience in cash handling. The position requires the incumbent to acquire and maintain relevant knowledge of all TUU services, and general university operations.

Incumbents may be required to assist with the organisation and promotion of various programs that enhance student life, and be available to help their colleagues and student representatives where necessary.

Responsibilities & Duties

- Oversee the operations of the Contact Centre which is the frontline of TUU;
- Provide excellent customer service to students, staff and other key stakeholders;
- Record cash sales;
- Provide information, advice and directions via various means of communication to students, staff and visitors, on TUU and university services;
- Disseminate current information such as student publications, promotional material for services and events, and other relevant literature to students, staff and other key stakeholders;
- Provide students services such as sale of Redline bus tickets, laminating, faxing, locker hire, lost property and student poster authorisation;
- Maintaining venue hire bookings and staff appointments as required;
- Administration duties and support for TUU staff and student representatives;
- Assist with the promotion of TUU services, activities and events;
- Develop and foster close working relationships with students, staff and other key stakeholders to enhance and promote TUU services;
- Undertake professional development as required to maintain appropriate skills applicable to the incumbent's position;
- Perform other reasonable duties as requested by the EO or delegate;
- Assist with student led programs as required;
- Ensure a safe and hazard free workplace environment by reporting any workplace health and safety hazards, and complying with TUU/UTAS workplace health and safety standards at all times; and
- Observe TUU staff/student policies and procedures.

Academic Qualifications

Essential

- Relevant training or experience in administration/reception/customer service operations
- Relevant training or experience in cash handling

Desirable

- Frontline Management IV

Work Experience & Skills

Essential

- Demonstrated skills and experience in administration/reception duties providing excellent customer service.
- Demonstrated skills and experience in cash handling.
- Excellent interpersonal and communication skills, both written and verbal.
- Demonstrated experience in dealing with people from a diverse social and cultural background.
- High level of organisational skills and ability to prioritise work commitments to meet strict deadlines.
- Proven strong team working capacity and demonstrated ability to be flexible and use initiative where necessary and appropriate, and be self-motivated.
- Demonstrated ability to carry out duties unsupervised and with integrity, and be reliable, punctual, service focused and well presented.
- High level skills in the use of Microsoft Office programs and Outlook.

Desirable

- Knowledge of Student Union services within the tertiary educational environment, or not for profit community groups.

Relationships

The incumbent must be able to relate effectively with the following:

Employing Authority:	Board of Management
Supervision:	Northern Services Manager
Key Relationships:	Executive Officer
	State President
	Student Representatives
	University Student body
	TUU staff
	UTAS staff
	General Public and other stakeholders