

POSITION DESCRIPTION

CUSTOMER SERVICE OFFICER

DEPARTMENT	Corporate Services
REPORTS TO	Senior Finance Officer
DATE	April 2025
POSITION OBJECTIVE	Provide a professional and welcoming initial point of contact for CCG to all external parties, efficiently redirect their queries and provide administrative support services internally.
Achievement of the position objective will be reviewed against key performance indicators in the annual appraisal and review process and as required	

Our Values are reflected in our commitment to:

- ★ *Integrity*
- ★ *Inclusion*
- ★ *Quality*
- ★ *Collaboration*
- ★ *Safety*

Community College Gippsland (CCG) is a child safe organisation with zero tolerance for child abuse and is committed to the safety and wellbeing of all students. CCG supports and adheres to Child Safety Standards.

United we belong. Together we thrive.

The CCG community welcomes people from all backgrounds, abilities and identities. We are enhanced by our diversity and learn through inclusion, respect and understanding.

At CCG we:

- *Provide a safe and inclusive environment that is free from discrimination*
- *Empower students and harness their uniqueness through voice and agency*
- *Ensure equal employment opportunities for all and encourage the participation of underrepresented staff*
- *Celebrate the differences of our people and recognise their unique contributions to our community*

SCOPE OF THE ROLE

The Customer Service Officer is the first point of contact for students, staff, and visitors, providing a welcoming, professional, and responsive reception service. This role supports campus operations, while maintaining a strong focus on customer experience and operational efficiency. The position ensures smooth coordination of front-of-house activities, supports emergency procedures, and upholds CCG's values and child safety standards, contributing to a safe, inclusive, and positive environment for all.

RESPONSIBILITIES

- Acknowledge and adhere to CCG's stated values.
- Take opportunities that arise to promote CCG training and services to internal and external stakeholders.
- Provide general information to clients regarding all aspects of CCG courses and refer them to the relevant CCG enrolment department and or website as appropriate.
- Check the completeness of enrolment forms and process in aXcelerate accurately and in a timely manner.
- Accurately manage financial records for enrolment fees, invoices and daily reconciliation of receipted monies for banking.
- Accurately process transactions in Intacct as directed.
- Answer all calls and transfer clients to applicable employees for further information where necessary. Relay email messages to staff for follow ups.
- Greet students, guests and visitors to the organisation. Ensure all visitors sign in and out using the Compass Kiosks and lanyards are issued.
- Complete weekly visits to the Copy Centre to collect staff printing.
- Ensure external mail is posted each week and incoming mail is recorded and provided to the relevant staff member.
- Oversee room bookings and provide staff members with keys to company cars and rooms where required. Keep record of key transactions.
- Ensure all first aid kits, excursion and emergency backpacks are fully stocked and all contents in date. Organise purchase of new stock.
- Manage the info email inbox and direct emails to the suitable staff members.
- Coordinate ordering of stationary for staff including the receipt and distribution of material to relevant employees.
- Ensure tea and coffee supplies are sufficient and place order if needed.
- Conduct open and close of the reception area including unlocking/locking the building, ensuring the front TV displays the applicable days activities/classes, finalise banking sheets, check defibrillator, ensure all keys and cash tins have been returned and entered and all heaters/aircons/fans and lights have been turned on/off.
- Other administrative tasks as required, including filing, photocopying, scanning, etc.

- Act as Communications Warden during emergency procedures and take part in emergency management drills as directed.
- Undertake relevant ongoing professional development to maintain and enhance productivity in the role.
- Adhere to the Child Safe Policies, Procedures and Codes of Conduct to ensure all students at CCG are in a safe and inclusive learning environment. CCG is a child safe organisation and is committed to the safety and wellbeing of all students. CCG has zero tolerance for child abuse.
- Work cohesively as a member of the CCG team.
- Perform ad-hoc duties, which fit within the scope of this position, as directed.
- Competently perform all specific duties as outlined in the “Customer Service Handbook — Warragul Campus”

KEY PERFORMANCE INDICATORS

- Diligent performance of the duties in the “Customer Service Handbook”.
- Provide excellent customer service through assistance and direction to customers in a professional, timely and courteous manner.
- Accurate and timely data processing.
- Accurately prioritise and organise workflows to ensure timely outcomes.
- Increasing competence in the use of CCG’s digital systems.

KEY SELECTION CRITERIA

- Strong interpersonal skills with the ability to effectively communicate and liaise with parties internal and external to CCG.
- Detailed knowledge or the willingness to acquire knowledge regarding the Standards and Guidelines related to Education and Training.
- Demonstrated high levels of discretion and professional judgement.
- Demonstrated task organisation, flexibility and, priority management skills with a philosophy of continuous improvement.
- Competent in Microsoft Word, Excel, e-mail, student management and data processing systems.
- Ability to work towards and meet deadlines.
- Attention to detail.
- Contribute to the implementation and ongoing development of CCG’s policies and procedures.
- Absolute discretion when dealing with confidential information.
- Demonstrate an understanding of appropriate behaviours when engaging with children.
- Have a working knowledge of Child Safety Standards.

ORGANISATIONAL FUNCTIONS

- Actively participate in and comply with the Health and Safety systems, policies and emergency procedures in place throughout the organisation including,
 - Promptly and accurately reporting all hazards, accidents, incidents and near misses,
 - Ensuring safe use and maintenance of equipment including PPE for self and students,
 - Maintaining a current knowledge of emergency evacuations procedures for all relevant campuses and participating positively in drills and training sessions and,
 - make recommendations for improvements in health and safety.
- Be aware of and participate in strategic planning process including making suggestions for improvements.
- Actively work with colleagues to build positive relationships and teamwork across the whole organisation.
- Perform other duties as requested, in a timely, professional, empathetic and accurate manner in accordance with CCG's Policies and Procedures.

MANDATORY REQUIREMENTS

- Clear Police check.
- Clear Working with Children check.
- Current Victorian Drivers Licence.

QUALIFICATIONS

- Minimum Certificate III in a related discipline with relevant work experience OR demonstrated relevant experience in this role.
- Prior experience working in an administrative setting.
- Understanding and knowledge of the VET and school sector (desirable).

FUNCTIONAL RELATIONSHIPS

Key Internal

Staff

Students & Guardians

Volunteers

Key External

Local Schools

Visitors/contractors

DECLARATION:

I have read, understand, and accepted the above Position Description.

I understand that the Roles, Functions and Key Performance Indicators in this Position Description, form part of the Community College Gippsland Contract of Employment.

Signed: _____

Date:

Name: