

Canberra Institute of Technology Position Description

POSITION NUMBER:	TBA
CLASSIFICATION:	ADMINISTRATIVE SERVICE OFFICER CLASS 2/3
POSITION TITLE:	Client Service Officer
DIVISION:	Education Futures and Students
COLLEGE/BRANCH:	CIT Student Services
SECTION:	CIT Client Relationship
SUB SECTION/COST CODE:	33342
IMMEDIATE SUPERVISOR:	Client Service Coordinator, ASO6
RESTRICTION:	Nil

ABOUT US

Canberra Institute of Technology (CIT) is a dynamic, modern, and diverse vocational education and training (VET) institute of learning - and plays a key role in the development of the ACT's future workforce and building its skill base. Our core business is the delivery of high-quality vocational training and education programs and services to meet the needs of a diverse customer base – locally, nationally, and internationally.

CIT trains over 20,000 students each year, touching more lives post-secondary school than any other tertiary education institution in the ACT. As a major contributor to the economic growth of the ACT, CIT plays a significant role in ensuring a qualified and skilled workforce, attracting school-leavers and international students, increasing skill levels for those self-employed, contributing to the ACT innovation ecosystem, and driving life-long learning for the future economic and social of the ACT.

OUR PEOPLE

The CIT Board's vision for CIT is for staff to collectively be raising our ambitions to meet new expectations; adapting our offerings to provide skills for the future; contributing to the new economy and positioning for prosperity; and investing in our business for viability and value.

CIT cultivates its workforce to embody a culture of innovation, adaptation and learning. As a public provider of vocational education, all staff model the CIT cultural traits (customer centric, collaborative, trusted, professionalism, adaptable, accountable and inspirational), as well as the signature behaviours that underpin the ACT Public Service (ACTPS) Code of Conduct.

CIT is committed to building an inclusive workplace through a culturally diverse workforce. As part of this commitment, Aboriginal and Torres Strait Islander peoples, people with disability and those who identify as LGBTIQ are encouraged to apply.

EDUCATION FUTURES & STUDENTS

The Education Futures and Students Division provides a dynamic learning experience, which prepares students for success and lifelong employability, and ensures our graduates have the tools and resources they need to succeed in an ever-changing world. The division is led by experienced and innovative education leaders and educators, who are committed to delivering future-focused teaching and learning, and improving student outcomes.

The division's work focuses on the integration of leading-edge education design and delivery technologies, facilitated through digitally enabled learning and innovation spaces and teaching methods, and underpinned by academic quality and assurance systems and processes. The division is also dedicated to providing a broad range of student engagement and support services, to ensure an increasing number of lifelong learners can study and upskill at CIT. Collaborative relationships with industry partners ensure CIT's education and training programs are responding to new and emerging skills needs, and relevant to the local jobs market.

THE POSITION

CIT Student Services is part of the Education and Training Services Division. The primary focus of the position is to assist students during their enrolment along with a wide range of other services which are offered to students to support them in the successful completion of their studies and to enhance their experience at CIT.

The Client Service Officer ASO 2/3 reports to Client Service Coordinator, ASO6.

RESPONSIBILITIES

ASO2

Under general direction:

- Attend to routine enquiries from staff, students, prospective students, and community and industry personnel.
- Use initiative to apply guidelines, work practices and procedures to seek resolution of issues arising from general enquiries and routine work tasks.
- Enter data into local information management systems, files, databases and student enrolment systems.
- Provide general administrative support in one or more of the following areas:
 - program delivery
 - compliance, production of awards and maintenance of academic records
 - recognition of prior learning
 - shopfront/counter service
 - user choice management
 - provision of information to prospective and current students
 - enrolment, graduation, prize nights, open day, careers events
 - other areas related to the Student Services or other Institute Colleges

ASO3

Under general direction:

- Attend to complex enquiries from staff, students, prospective students and community and industry personnel.
- Exercise judgement to interpret guidelines and procedures to seek resolution of issues arising from complex, but routine, enquiries and work tasks.
- Maintain and interrogate local information management systems, files, databases and student enrolment systems.
- Undertake a wide range of operational and administrative tasks to support one or more areas as listed above.
- The occupant is required to work 73.5 hours per fortnight. The occupant may be required to work across campuses. Possibility of evening and Saturday shift/s.
- *This position does not involve direct supervision of staff.*

PROFESSIONAL AND PERSONAL CHARACTERISTICS

- Ensure your interactions are consistent with the CIT cultural traits (Customer Centric, Professionalism, Collaborative, Trusted, Adaptable, Accountable, and Inspirational).
- Model the ACT Public Service Values and Signature Behaviours.
- Create an environment that values and utilises the contribution of others.

SELECTION CRITERIA

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position. Criteria are ranked in order of importance:

1. Ability to liaise and communicate effectively with staff at all levels, students and members of the public, with a developing ability to negotiate.
2. Ability to maintain accurate records and to use computer based management systems such as the CIT Student Administration System, and a developing capability to interrogate such systems.
3. Willingness to embrace challenge and change and to undertake new and diverse roles, with developing skill and aptitude to succeed in rapidly changing work environments.
4. Established skill, knowledge and experience in electronic file management, word processing and email/calendar management software, with the potential to develop administrative systems.
5. Demonstrated ability to consistently display high quality customer service ACTPS principles, practices and attributes.
6. Demonstrated ability to model the CIT cultural traits and ACT Public Service values and signature behaviours, knowledge of and the ability to work in accordance with, and implement agreed CIT policy and principles, respect, equity, and diversity (RED), work health and safety (WHS) and workplace participation.

QUALIFICATIONS AND EXPERIENCE

DESIRABLE:

Certificate III in Business/Business Administration or equivalent
Experience in Vocational Education

Office use only

Date Position Description updated: 19/10/2023

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