Position Description

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| **Position Title**Trainee Support Centre Officer | **Reports to**Support Centre Coordinator |
| **Award**Workskills Employee Collective Agreement 2017 | **Minimum Classification**As per National Training Standard |
| **Hours of Work**Full-time 8.30 a.m. – 5.00 p.m. | **Dress Code**Neat office attire, excellent presentation, well-groomed at all times |

**Prime Functions:**

* The Trainee Support Centre Officer assists with organisational incoming calls, primarily responding to Participants appointment needs.
* Computer based role requires an attention to detail and ability to multi task in a busy environment undertaking a variety of compliance based tasks in a timely manner.
* Under supervision, the completion of all required administrative tasks with a high degree of accuracy at all times.
* The Trainee Support Centre Officer is directed by and responsible to the Support Centre Coordinator. The incumbent is expected to act in all duties with a high-level of confidentiality and maturity and demonstrate a high level of commitment to the company and management.
* Duties are to be conducted in accordance with the Workforce Australia Services Deed.

**Duties:**

**1. Telephone Support**

**End Result: An efficiently run and well-maintained Support Centre, all general enquiries handled professionally**

* Provide telephone support to all areas of the organisation and assist with all client needs
* Ensure that all calls are answered and dealt with in a timely manner
* Check and action answering machine messages
* Handle all general enquiries
* Assist all Participants with their enquiries
* Forward calls to appropriate staff members as required
* Take accurate messages and pass these on in a timely manner
* Phone Contact Support for Outreach
* Deliver services to Participants who, at times, may be aggressive

**2. Administrative support**

**End Result: Smooth operation of the designated business unit, meeting required deadlines and all compliance measures**

* Assist and ensure all administrative duties are undertaken in a timely manner with a high degree of accuracy
* Scanning and saving to Participants Electronic Filing System (JEFS)
* Preparation of Initial Packs
* Prepare daily mail for sending

**Team work and Personal Responsibilities:**

1. Abide by all Workskills policies and procedures and ensure that the Code of Ethics is followed at all times.
2. Participate in all individual and team Performance Reviews and monitoring activities.
3. Ensure compliance with WHS legislation and policies and promote proactive WHS strategies.
4. Contribute to Workskills Risk Management and Continuous Improvement processes.
5. Participate in staff meetings, training sessions, professional development opportunities and any other meetings as required.
6. Maintain a high level of personal presentation and be polite and courteous at all times.
7. Ensure that all colleagues, clients and stakeholders are treated with dignity and respect at all times

**Selection Criteria:**

**Essential**

* Willingness and ability to undertake a Certificate III in Customer Engagement
* Self-motivated, organised and disciplined including sound organisational and time management skills in the context of the role
* Sound computer skills in Microsoft Windows and Office environment including:
* Experience in e-mail procedures
* Experience in using computer database for client records or the ability to learn
* Demonstrable competency in keyboard skills
* Possess sound interpersonal and written communication skills
* Ability and commitment to work as a team member in a small team environment
* Commitment to ensuring confidentiality in all areas of the business
* Demonstrate an understanding of and have the ability to acquire administration skills including experience in:
* the use of current office technology and equipment
* maintaining filing systems
* the use of multi-line telephone system
* Provision of a current satisfactory National Criminals Record Check, and a current Working with Children Check.

**Working Environment:**

* Workskills Inc. is a not-for-profit organisation that delivers employment services and other community based programs across Southern Tasmania.
* Workskills Inc. is committed to high standards in relation to workplace health and safety and the provision of equal employment opportunity. All employees are expected to maintain safe working conditions and practices and to uphold the principles of fairness and equity.
* Workskills Inc. utilises a range of information management systems and solutions to optimise its capacity to meet its business objectives. Consequently the successful applicant will work extensively with screen-based equipment.
* All employees are expected to work with clients, stakeholders and colleagues responsibly and in accordance with privacy principles, Workskills’ discrimination and harassment policies and the Safe Children and Young People Code of Conduct.
* All Workskills Inc. employees must comply with the Code of Ethics and all other contractual and legislative requirements under which the organisation operates.