

Position Details

Position Title	Business Trainee
Location	3 Frederick Road Royal Park SA 5014. You may be required to work at other sites within the employer's establishments to meet business requirements. You may also be required to work at member sites, host sites and other external sites.
Reports To (Position Title)	Customer Manager – Automotive Skills
Financial Accountability (Expense Budget and/or revenue)	N/A
Management Responsibility (No of employees managed/supervised)	N/A

Position Responsibilities

Purpose of the Position	<p>The Business Trainee is required to provide support professionally, positively and efficiently to:</p> <ul style="list-style-type: none"> • Ensure all customers including but not limited to students, employers, apprentices, industry bodies and government departments are provided the highest level of customer service • Undertake RTO administrative tasks ensuring integrity and accuracy as required; • Provide support to the RTO management team <p>All work is to be conducted ensuring legislative and compliance requirements are met and in compliance with all MTA, RTO and GTO Policies/Procedures</p>
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Responsibility 1	Working with the Customer Service Team – maintain data, ensuring accuracy within all systems of the MTA in line with compliance requirements and as outlined within MTA's policies and procedures	
Purpose of Activity	Maintain up to date student records, ensure maximum Government revenue	
Example	<ol style="list-style-type: none"> 1. Ensure all student management data is entered efficiently and accurately 2. Work with the Customer Manager (CM) and Team Leader on data rectification task and basic data entry. 	
Responsibility 2	Ensure high level customer service through the completion of a wide range of customer service tasks in line with policy	
Purpose of Activity	Assist the MTA to achieve > 8/10 customer service ratings	
Example	<ol style="list-style-type: none"> 1. Trainer survey collation and distribution 2. Assist with enrolment processing and induction days 3. Onsite function/OEM room booking setup 4. Audit of knowledge check stock ensuring appropriate levels for the upcoming fortnight 5. Meeting minutes for meetings as requested by Customer Manager 6. Order stationery and unpack orders 7. Work with the CM on distribution and collation of results from employer surveys, ASQA surveys and NPS survey 8. Ensure compliance with regulatory body reporting requirements 9. Contribute to quality, compliance and continuous improvement activities 10. MTA Training Inbox management and actioning of emails 11. Timely and accurate actioning of client requests 12. Quarterly contact with individual portfolio of customers 13. Respond to face to face, phone and email enquiries in a timely and courteous manner 	

	14. Attend career expos, industry events and other MTA events where requested by the Customer Manager	
Responsibility 3	Assist with the active promotion and marketing and administration of MTA's short course offerings	
Purpose of Activity	Grow attendance of the MTA's Upskill courses	
Example	<ol style="list-style-type: none"> 1. Marketing (together with marketing) 2. Enrolment Processing (admin) 3. Accounts/Invoicing (admin) 4. Distribution of Surveys (admin process) 5. Certification (admin) 	
Responsibility 4	Provide analytical data to the RTO management	
Purpose of Activity	Assist Managers to make key decisions and track strategy through data and insights	
Example	<ol style="list-style-type: none"> 1. Trainer feedback survey data to be condensed and sent to management 2. Student activity / board statistics to be sent to Customer manager (CM) monthly 3. Expression of interest for short courses to be analysed and reported to CM and the General Manager Skills Development (GM) 4. Any other data required for RTO operation 	

Compliance Responsibilities

It is the responsibility of both the manager and incumbent(s) of the role to ensure that the following compliance requirements are met:

- ASQA National Standards RTO
- Relevant legislation and regulations including Workplace Health & Safety and Equal Employment Opportunities.
- Upfront Assessment of Needs Policy
- AVETMISS Guidelines
- WorkReady Funding Guidelines
- Working with Children legislation
- Bullying and Harassment requirements
- Industry codes
- Training and Skills Commission Guidelines for Apprenticeships and Traineeships
- Federal Award - Vehicle Manufacturing, Repair, Services and Retail Award 2010
- MTA Values & Policy & Procedure

Knowledge, Skill and Experience Requirements

Knowledge <ul style="list-style-type: none"> • Degree/Diploma • Post-Graduate Qualifications • Trade Certificate 	<p style="text-align: center;">Essential</p> <p style="text-align: center;">Year 12 completion</p>	<p style="text-align: center;">Preferred</p> <p style="text-align: center;">Will be required to complete a certificate 3 in business as part of traineeship</p>
Skills and Attributes <ul style="list-style-type: none"> • Interpersonal Skills eg. Communication, Negotiation, Problem Solving, Analytical, Customer Service, Team work 	<p style="text-align: center;">Essential</p> <ul style="list-style-type: none"> • Data entry and data processing; • Attention to detail, accuracy and efficiency; • Initiative and problem solving; • Excellent communication, interpersonal and relationship building skills; • Customer Service skills – internal and external customers; • Able to build strong relationships, have exceptional communication skills and a positive attitude. • Reliability. 	<p style="text-align: center;">Preferred</p> <ul style="list-style-type: none"> • Customer skills from previous employment - admin etc.

Personal alignment with MTA Values	<p>Teamwork: Working together, empowering and supporting one another to achieve our common goals</p> <p>Achievement: We do our best to exceed expectations, striving for innovation in our delivery of relevant and valued services</p> <p>Accountability: We take ownership of all that we do, each taking responsibility for our part in delivering high quality services</p> <p>Respect: We understand, acknowledge and appreciate the needs, opinions and values of everyone by embracing the diversity we have within our organisation.</p> <p>Excellence: We strive to do and be the best in all that we do every day.</p>	
Computer Software <ul style="list-style-type: none"> • Eg. Microsoft suite, Project, Finance 	<p style="text-align: center;">Essential</p> <ul style="list-style-type: none"> - Excel - Outlook - Powerpoint - Word 	Preferred
Technical Skills <ul style="list-style-type: none"> • Licences 	<p style="text-align: center;">Essential</p> <p style="text-align: center;">Nil</p>	Preferred <p style="text-align: center;">Nil</p>
Experience <ul style="list-style-type: none"> • Industry and/or field experience 	<p style="text-align: center;">Essential</p> <p>Has conducted previous work in an administration / business role</p>	Preferred

Frequent Contacts

Internal Contacts Includes organisational managers and employees.	All MTA Staff
External Contacts Includes customers, members, suppliers, Government bodies, industry groups, competitors	Automotive Industry, Host Employers; MTA Members, RTOs; Secondary Schools; Apprenticeship Centres; Suppliers, TAFE SA and Apprenticeship Brokers

Managerial/Leadership Functions

Relevant management functions performed including: <ul style="list-style-type: none">• Performance and Career Planning• Salary Review• Business Planning• Budgeting	N/A
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