

Position Details

Position Title	Customer Service Officer
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 Customer Service Officer 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 and some GTO specific administrative tasks ensuring integrity and accuracy as required; • Contribute to administrative compliance in line with regulatory bodies' requirements, legislation and MTA policies; • Provide accurate and appropriate information regarding the MTA's RTO and GTO services to MTA stakeholders; <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	RTO student management requirements	
Purpose of Activity	Working with the Customer Service Team – maintenance of data ensuring accuracy within all systems of the MTA in line with compliance requirements and as outlined within MTA’s policies and procedures	
Example	<ol style="list-style-type: none"> 1. To use best practices regarding student enrolments, continuing registration requirements and student completion activities within the student management and government reporting systems 2. Ensure all student management data is entered efficiently and accurately 3. With the Customer Service Team, identify outstanding RTO student registration paperwork and assist end-users to complete and return/retrieve documentation. 4. Ensure all apprentice induction processes are completed including Upfront Assessment of Needs prior to enrolment 5. Creation and maintenance of training accounts is completed within governed timelines as outlined with the funding agreements and MTA policies and procedures 6. Apprentice completion processes are followed and tasks promptly and efficiently completed to ensure apprentices complete within required timeframe 7. Apprentice attendance is monitored daily following the relevant tasks as outlined in the MTA policies and procedures 8. School students attendance is reported back to their relevant high school’s VET Coordinators on the day of class 9. Record of results are sent at the end of each year to all students and employers/schools 10. SACE results are provided to schools before set deadlines 	

Responsibility (2)	Completion of administrative tasks in a professional, timely and accurate manner whilst meeting policy and compliance requirements.	
Purpose of Activity	To provide broader administrative support as part of the Customer Service Team and the MTA as a whole.	
Example	<ol style="list-style-type: none"> 1. Provide assistance with tasks as assigned and as may be delegated, from time to time 2. Assist with special projects 3. Ensure compliance with regulatory body reporting requirements 4. Contribute to quality, compliance and continuous improvement activities 5. Provide management with data reports as requested 	
Responsibility (3)	Customer Relations	
Purpose of Activity	To provide outstanding customer service to new and existing clients	
Example	<ol style="list-style-type: none"> 1. Efficient communication with employers on apprentice attendance 2. Timely and accurate actioning of client requests 3. Liaise with Apprenticeship Centres for apprentice paperwork 4. Promote and grow MTA products to new and existing clients 5. Apprentice schedules to be provided to employers providing enough notice for business needs 6. Respond to face to face, phone and email enquiries in a timely and courteous manner 7. Apprentice and employer communication in relation to apprenticeship progress and completion updates 8. Attend career expos, industry events and other MTA events where requested by the Customer Manager – Automotive Skills 9. Behaviour is in line with MTA values at all times 	

Responsibility (4)	Scheduling of apprentice trade school	
Purpose of Activity	Ensure that each student and their employer/host receives an accurate trade school schedule with timely notice and in line with business requirements	
Example	<ol style="list-style-type: none"> 1. Newly inducted/enrolled apprentices are provided their trade school schedule with all required information of systems, locations and contacts to successfully commence their journey with MTA 2. Rescheduling of apprentice trade school due to absenteeism is conducted promptly and accurately along with notification to employer/host 3. Individual employer requests are met when scheduling apprentices into trade school 4. Qualification/Unit pre requisites are met when scheduling/rescheduling an apprentices trade school 	

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

<p>Knowledge</p> <ul style="list-style-type: none"> • Degree/Diploma • Post-Graduate Qualifications • Trade Certificate 	<p>Essential</p> <p>Business Certificate or Diploma, or equivalent knowledge and experience</p>	<p>Preferred</p> <ul style="list-style-type: none"> • Working knowledge of Vocational Education & Training and/or Group Training Sectors; • Knowledge of government funding; • Knowledge of RTO/GTO compliance requirements.
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Interpersonal Skills eg. Communication, Negotiation, Problem Solving, Analytical, Customer Service, Team work 	<p>Essential</p> <ul style="list-style-type: none"> • Customer Service skills – internal and external customers; • Outstanding problem solving skills and initiative; • Excellent communication, interpersonal and relationship building skills; • Accurate • Data entry and data processing; • Attention to detail, accuracy and efficiency. • Ability to multi task in a fast-paced environment. • A positive attitude. • A good work ethic and reliable. 	<p>Preferred</p> <ul style="list-style-type: none"> •
<p>Personal alignment with MTA Values</p>	<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</p>	

	<p>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>	
<p>Computer Software</p> <ul style="list-style-type: none"> • Eg. Microsoft suite, Project, Finance 	<p>Essential</p> <ul style="list-style-type: none"> • Proficiency in information management including <ul style="list-style-type: none"> - Microsoft Office Suite – Word, Excel, Power Point, Access Database; - Microsoft Outlook – Email, Contacts, Tasks, Calendar; - Internet – Windows 10; • Confident in using client databases. 	<p>Preferred</p> <ul style="list-style-type: none"> • VETtrak • Skills and Employment Portal • ATLAS • STELA
<p>Technical Skills</p> <ul style="list-style-type: none"> • Licences 	<p>Essential</p> <p>Working with Children Check and National Criminal History Check (or willingness to obtain)</p>	<p>Preferred</p> <p>Nil</p>
<p>Experience</p> <ul style="list-style-type: none"> • Industry and/or field experience 	<p>Essential</p> <ul style="list-style-type: none"> • Provision of quality customer service via telephone and face-to-face within a busy professional and service-oriented organisation • Experience with complex administration processes. 	<p>Preferred</p> <ul style="list-style-type: none"> • Experience working within a Registered Training Organisation and/or Group Training Scheme

Frequent Contacts

<p>Internal Contacts</p> <p>Includes organisational managers and employees.</p>	All MTA Staff
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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
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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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