

Human Resources

Position Description



Position Title: "Customer Service Officer - Training"

Accountable To: General Manager – Health & Training

Position Overview

The "Customer Service Officer - Training" is responsible for assisting the training team in their day to day duties.

Personal Attributes:

An exceptionally organised individual with outstanding attention to detail and a can do attitude. A positive team player who shows high levels of initiative and a willingness to be involved in all aspects of the business. An ability to work under pressure and manage time constraints effectively within competing demands is critical to succeed in this role.

Responsibilities

The "Customer Service Officer - Training" is responsible for:

Primary Duties:

- Managing the smooth and effective administration of the office
- Supporting the training team as required
- Conducting administrative activities consistent with relevant contractual and legislative requirements and MAXNetwork philosophy and quality standards to ensure the effective delivery of training and development services
- Project manage and participate in special departmental projects as required
- Maintaining statistical data, file generation and maintenance, recording and awarding qualifications
- Managing the efficient and smooth delivery of traineeships and other funded programs
- Initiate and provide ongoing support to students/trainees and trainers
- Ensure the timely and efficient production of all student courseware
- Promoting MAXNetwork services and maintaining a positive high profile and professional company image
- Providing administrative support to other office staff as directed
- Provision of administrative support to other MAXNetwork Division streams
- Authority to Sign off on Qualifications and Statements of Attainment as the authorised signatory "National Training Manager"
- Participating in assessment moderations and quarterly reviews
- Participating in professional development and training as required
- Involvement and Participation in MAXNetwork meetings and functions as required
- Greeting and assisting clients in a professional manner as per MAXNetwork quality standards
- Ordering Stationery as per budgets provided
- Reception duties including professionally answering incoming calls
- Other duties as directed

Quality Standards, Regulations and Responsibilities

The "Customer Service Officer - Training" is responsible for ensuring that the following regulations, standards and codes are complied with:

- The Company's Quality System
- The Company's Policies and Procedures
- ESC3 Contractual requirements
- MAXNetwork's Responsibilities/Authority Matrix
- Employment Services Industry Code of Conduct
- AQTF Guidelines
- Appropriate authority regulations
- Relevant legal, professional and ethical obligations
- Particular contract specifications

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Selection Criteria

Qualifications

Completion of Certificate III in Business Administration (Office Administration) or equivalent. Industry/Practical experience essential.

Key Skills/Attributes required to fulfil position

- Excellent telephone manner
- Demonstrated customer relations techniques and a commitment to quality customer service
- Excellent business administrative skills
- Sound communication, interpersonal and negotiation skills
- Solid organisational skills
- Computer skills – Intermediate Word, Excel, Access, e-mail, Internet
- EA2000 experience preferred
- Minimum of 40wpm with 98% accuracy

Additional Factors

- This position may require occasional attendance at meetings or training outside normal business hours
- Flexibility to work across offices as required