Position Vacant – Customer Service Officer (Fixed-Term Appointment)

The application package for the above position comprises:

- A copy of the Nature and Scope of UAC which includes the Organisational Chart and a privacy document for your information.
- Position Description and a brief summary of the UAC working conditions and remuneration of this position.

If you decide to make an application for this position would you please address the selection criteria fully in your application letter.

Summary of UAC working conditions and remuneration.

The successful applicant will receive a copy of the UAC Certified Agreement 2008-2010, which details all the conditions of employment.

Business hours – UAC staff work a 35 hour week. Our business hours are 8:30 to 4:30 Monday to Friday, with an hour lunch break.

RDO System – Fixed term staff can participate in a Rostered Day Off (RDO) system where staff are able to work an extra 22 minutes per day in order to receive an RDO every four (4) weeks.

Probation Period – The probation period for fixed term positions is two (2) months.

Sick Leave – Fixed term staff are entitled to paid sick leave on a pro rata basis of ten (10) days paid sick leave in the first year of employment. New staff are entitled to sick leave payments at the completion of the probation period.

Annual Leave – Fixed term staff are entitled to annual leave on a pro rata basis of twenty (20) days annual leave per year.

Remuneration – Fixed term staff receive 9% employer superannuation contributions. The base salary for the position of Customer Service Officer (Fixed Term Appointment) is $48,574pa plus 9% employer superannuation contributions and annual leave loading. The total salary package for this position is $53,597.30 pa (pro-rata).
Position Description

Position title: Customer Service Officer (Full-time fixed-term appointment)
Position no: 
HEW level: Grade 4
Department/unit: Information Services
Supervisor/manager: Senior Customer Service Officer/ Community Liaison Manager
Written by: Kim Paino
Date written: 24 June 2009
Incumbent: 
Approvals:

1. Managing Director
2. Director, Information Services

I. Background information

The Universities Admissions Centre (NSW & ACT) Pty Ltd (UAC) operates in an environment where changes in policy, procedures and the use of technology are commonplace. Most of these changes come from external sources, including federal and state governments and participating institutions and their faculties. As a consequence UAC’s role is constantly evolving, and staff at UAC need to keep abreast of relevant changes and take on new responsibilities so that UAC can better meet the needs of its clients.

The Information Services Department is one of four departments in UAC. The others are Client Services, Corporate Services and Information Technology. The Information Services Department is comprised of Publications, Communications, and Customer Service.

The Information Services Department is responsible for the delivery of all aspects of UAC’s communications to provide applicants, the public and the media with comprehensive information about university admission. This information is provided in various ways - print publications, material on UAC’s website, media releases, school presentations, and through UAC’s Customer Service area.

The Department is managed by the Director, Information Services, who is supported by 11 permanent members of staff, and approximately 5 staff appointed on fixed term contracts for 7-8 months of the year; casual staff members are also employed as required.

For information about UAC’s structure and functions, see Nature and Scope of Universities Admissions Centre (NSW & ACT) Pty Ltd (which includes the UAC Organisation Chart), available from UAC’s Human Resources Unit.
2. **Job purpose**  
The Customer Service Officer is responsible for providing the public with comprehensive information about university admission in a friendly, efficient and helpful manner. Information is primarily provided via telephone, but also via email and in person over the counter. In conjunction with other staff in the Customer Service area, the Customer Service Officer is also responsible for performing a very broad range of internal support services.

3. **Reporting and other relationships**  
This is one of a number of Customer Service positions, including permanent, fixed-term and casual staff, supervised by the Senior Customer Service Officer. The Senior Customer Service Officer reports to the Community Liaison Manager, who in turn reports to the Director, Information Services.

The position has no direct reports.

The Customer Service Officer works closely with staff in the Information Services Department, and with other UAC Departments – Client Services, Corporate Services and Information Technology.

4. **Dimensions**

<table>
<thead>
<tr>
<th>UAC*</th>
<th>Semester 1, 2009 admissions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Permanent staff:</strong> 54</td>
<td><strong>Undergraduate</strong></td>
</tr>
<tr>
<td><strong>Temporary staff:</strong> 115</td>
<td>Current Year 12 applications: 44 149</td>
</tr>
<tr>
<td><strong>Information Services</strong></td>
<td>Non current Year 12 applications: 36190</td>
</tr>
<tr>
<td><strong>Permanent staff:</strong> 12</td>
<td>Total applications: 80 339</td>
</tr>
<tr>
<td><strong>Fixed-term staff:</strong> 5</td>
<td>Number of courses offered: 1 332</td>
</tr>
<tr>
<td><strong>Major titles published</strong></td>
<td>Participating institutions: 18</td>
</tr>
<tr>
<td>UAC Guide, UAC Mid-Year Supplement, Equity Scholarships Booklet, EAS Booklet</td>
<td></td>
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<tr>
<td>UAC International Booklet, UAC Year 10 Booklet</td>
<td></td>
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<tr>
<td>UAC Postgraduate Booklet and Supplement</td>
<td></td>
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<tr>
<td><strong>Peak admissions periods</strong></td>
<td><strong>Postgraduate</strong></td>
</tr>
<tr>
<td>Undergraduate - semester 1: Early Aug-mid Feb</td>
<td>Total applications: 9 109</td>
</tr>
<tr>
<td>Undergraduate - semester 2: Early Apr-early Jun</td>
<td>Number of courses offered: 1 818</td>
</tr>
<tr>
<td>Postgraduate - semesters 1&amp;2: Beg Sept-end Jun</td>
<td>Participating institutions: 9</td>
</tr>
<tr>
<td></td>
<td><strong>Special Tertiary Admissions Test</strong></td>
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<tr>
<td></td>
<td>Total applications: 4 542</td>
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<td></td>
<td>Test sessions: 77</td>
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</table>

*See UAC Organisation Chart for details*
5. **Major tasks**

1. Answer enquiries and provide information over the counter, electronically and by telephone. This includes provision of accurate and detailed explanations; and counselling for enquirers, as required.
2. General receptionist duties, including transferring telephone calls to UAC staff and greeting visitors at the office.
3. Handle the receipt of application forms and documentation over the counter.
4. Handle cash/credit card/debit card transactions over the counter and the telephone from the sale of UAC publications and application-related fees.
5. Re-stock the supply of UAC publications at the counter and keep the counter and foyer area neat and tidy.
6. Perform a variety of administrative duties as required, including: photocopying, filing, sorting, scanning forms, stuffing envelopes, processing returned mail, maintaining data bases and other tasks.
7. Receipt of deliveries.
8. Any other relevant duties as required.

6. **Principal accountabilities**

1. Providing accurate information to applicants and the public.
2. Handling all queries in a prompt and understanding manner.
3. Promoting UAC as an efficient, helpful and friendly organisation.
4. Ensuring UAC’s public area is welcoming and professional.

7. **Challenges and constraints**

The Customer Service Officer must ensure that accurate information is provided to applicants and the public within defined timelines. The Customer Service Officer must therefore be able to handle a high volume workload and cope with the pressure associated with that environment.

Given that the Customer Service Officer will be dealing with applicants and the general public on a daily basis the Customer Service Officer must be able to relate to people of all backgrounds in a compassionate and understanding manner.

The Customer Service Officer must be able to handle difficult customers and exercise judgment to determine whether a customer needs to be referred to the Senior Customer Service Officer, the Community Liaison Manager or the Director, Information Services.

The Customer Service Officer must be able to deal with sensitive personal information in a confidential and tactful manner.

UAC operates in an environment susceptible to change from a number of external sources in the higher education sector. The Customer Service Officer must keep up-to-date with those changes, to ensure that accurate and relevant information is provided to applicants and the public.

The Customer Service Officer must also keep abreast of internal processes and changes at UAC, and ensure that any information provided to applicants and the public, regardless of its source, is accurate and reflects any relevant changes.

8. **Education and experience**

Combination of relevant experience and/or education/training.
9. **Selection criteria**

**Essential**

1. Customer service experience in communications via telephone, email, writing and in person.
2. High level interpersonal and communications skills.
3. Excellent English language skills; speaking, reading and writing.
4. Ability to work with large volumes of information, juggle numerous tasks and respond to changing priorities.
5. Ability to deal with personal, tense and difficult interactions, which may cause stress.
6. Ability to work as a part of a team, to follow instructions and to complete allocated tasks efficiently.
7. Within team, ability to ensure that consistency is provided in interactions with enquirers.
8. High level computer skills.
9. Excellent attention to detail.
10. Ability to exercise discretion, use initiative and handle confidential matters.
11. Ability to present a positive and friendly approach in interacting with enquirers.
12. Understanding of and commitment to the principles of anti-discrimination and equal employment opportunity legislation and the application of these principles in the workplace on a daily basis.
13. Understanding of and commitment to the principles of occupational health and safety legislation and the application of these principles in the workplace on a daily basis.

**Desirable**

1. Experience working within UAC or a tertiary institution.
Nature & Scope

universities admissions centre [nsw & act] pty ltd
Nature and Scope
Universities Admissions Centre (NSW & ACT) Pty Ltd

Background

History

Growing from an association of Sydney metropolitan universities initially formed in 1969, the Universities Admissions Centre (NSW & ACT) Pty Ltd was set up in 1995 by the New South Wales Vice-Chancellors’ Committee (NSWVCC) to process applications for admission to undergraduate courses offered by the participating universities in NSW and the ACT.

Prior to 1995, UAC operated as an administrative division of the University of Sydney. In 1996 it became the Universities Admissions Centre (NSW & ACT) Pty Limited, a company owned by UniProjects Pty Limited, which is owned by the NSWVCC.

The office is located in Homebush Bay.

Staff

UAC currently has an established staff of 55 permanent employees, plus up to 54 temporary staff.

Clients

Sixteen institutions participate in UAC, but the different infrastructure within each institution means that UAC services eighteen admission offices, as shown in table 1 (page 2).

Mission

UAC aims to provide a range of tertiary admission-related and complementary services to client institutions and others in a professional, efficient and cost-effective manner.

The major policies that UAC adopts in pursuit of its mission are determined by the UAC Board, which reports to the NSWVCC. The day to day activities of UAC are the responsibility of the Managing Director.
<table>
<thead>
<tr>
<th>Institutions</th>
<th>Admission offices serviced by UAC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Catholic University</td>
<td>Australian Catholic University</td>
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<tr>
<td>Australian Maritime College</td>
<td>Australian Maritime College</td>
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<tr>
<td>Australian National University</td>
<td>Australian National University</td>
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<tr>
<td>Charles Sturt University</td>
<td>Charles Sturt University - Albury/Wodonga</td>
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<tr>
<td></td>
<td>Charles Sturt University - Bathurst</td>
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<tr>
<td></td>
<td>Charles Sturt University - Wagga Wagga</td>
</tr>
<tr>
<td>Griffith University</td>
<td>Griffith University - (Gold Coast campus only)</td>
</tr>
<tr>
<td>La Trobe University</td>
<td>La Trobe University - (Albury/Wodonga and Mildura</td>
</tr>
<tr>
<td></td>
<td>campuses only)</td>
</tr>
<tr>
<td>Macquarie University</td>
<td>Macquarie University</td>
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<tr>
<td>Southern Cross University</td>
<td>Southern Cross University</td>
</tr>
<tr>
<td>University of Canberra</td>
<td>University of Canberra</td>
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<tr>
<td>University of New England</td>
<td>University of New England</td>
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<tr>
<td>University of New South Wales</td>
<td>University of New South Wales</td>
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<td>University of Newcastle</td>
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<td>University of Sydney</td>
<td>University of Sydney</td>
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<tr>
<td>University of Technology, Sydney</td>
<td>University of Technology, Sydney</td>
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<tr>
<td>University of Western Sydney</td>
<td>University of Western Sydney</td>
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<tr>
<td>University of Wollongong</td>
<td>University of Wollongong</td>
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</tbody>
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*Table 1: Client institutions and admission centres*
1 Objectives of UAC

1.1 For the students

- To provide a simple procedure for applying for places in client institutions in NSW and the ACT
- To place applicants as quickly as practical in the course of highest preference for which they can be accepted
- To enable applicants to change preferences to those courses where places are available after the Main Round of offers
- To provide applicants with details of the courses available in each client institution, and of the requirements for selection into these courses.

1.2 For the client institutions

- To assist the client institutions in administering their procedures for the admission of students and in filling their places for new students
- To provide statistics to assist in tertiary education planning.

2 How UAC meets its objectives

2.1 For the students

- To provide a simple procedure for applying for places in client institutions in NSW and the ACT

In 2007, UAC moved toward a paperless application environment with all applicants applying online.

Year 12

UAC provides copies of the UAC Guide to all high schools in NSW and the ACT for each Year 12 student, together with reference copies for the school. High schools assist UAC by distributing the Guides to their students in early August each year.

Non-Year 12

Non-Year 12 applicants can purchase the UAC Guide from the UAC office, from most newsagents in NSW and the ACT, and from Co-op Bookshops. An additional charge applies for Guides mailed to applicants.

Change of preferences

In previous years, all types of applicants could list up to six course preferences. From 1999 admissions, applicants were able to list up to nine course preferences (both HECS and Fee-based).

NSW HSC results are normally released in mid-December, with the release of the Australian Tertiary Admissions Rank (ATAR), formerly the Universities Admission Index (UAI), a day later.

Current Australian Year 12 students have a week or two after the release of the year 12 results to change their preferences. This enables all Year 12 students to reconsider their course preferences after they receive their Year 12 results. Other applicants have similar time to lodge a change of preference for the Main Round of offers.
To place applicants as quickly as practical in the course of highest preference for which they can be accepted

Main Round and Late Round offers are published in *The Sydney Morning Herald* and in *The Daily Telegraph* at the end of January. A subset is also published in *The Canberra Times* and *The Newcastle Herald*.

To enable applicants to change preferences to those courses where places are available after the Main Round of offers

Institutions normally attempt to fill their courses at the Main Round of offers. However, experience has shown that this is not always possible. For each course code, the ATAR cut-off is published in the newspapers as well as a "V" for Vacancy against those courses to which institutions are seeking to make offers in the late and final rounds.

All applicants can change their preferences after the Main Round for inclusion in the Late and Final Rounds.

To provide applicants with details of the courses available in each client institution, and of the requirements for selection into these courses.

UAC publishes the UAC Guide each year, listing all courses available at each client institution. The Guide was first published for 1970 admissions. Over this period it has grown from a booklet of 100 pages to 384 pages (A4 size) for the 2010 Guide.

Information is also published on the UAC Website, where applicants apply online.

UAC publishes a Year 10 Booklet which lists the courses institutions intend to offer in two years time, together with any HSC course prerequisites. This is to enable year 10 students to choose HSC subjects for Years 11 and 12 that will meet the prerequisites for entry into the courses they might wish to study on completion of their HSC.

2.2 For the client institutions

To assist the client institutions in administering their procedures for the admission of students and in filling their places for new students

UAC tailors its administrative and computing systems to meet the needs of its institutions.

Institutions have a large input into how UAC operates via such mechanisms as the Annual Review Meeting, Users Committee and its various sub-committees. Day to day operation of UAC is the responsibility of the Managing Director.

To provide statistics to assist in tertiary education planning.

UAC provides institutions with tools to access and interpret the data held on the UAC system, together with an assortment of reports on that data to assist institutions in the administration of the admissions process as well as planning.

UAC provides summary data to Universities Australia (formerly the Australian Vice-Chancellors’ Committee) each year on the number of successful and unsuccessful applicants. UAC also provides information to the NSW Ministry of Education and Youth Affairs for the Ministry to analyse participation in NSW.

3 Organisation chart

See overleaf for a copy of UAC’s organisation chart.
PRIVACY ISSUES

1. In applying for this position, you have provided UAC with personal information, for example your name, address and information contained in your resume. We have collected this information in order to assess your application.

2. You may seek access to the personal information that we hold about you if you are unsuccessful for this position. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others.

3. It is possible that we may disclose information provided in your application to third parties such as a referee and members of the selection committee.

4. If you provide us with personal information of others, for example a referee, we encourage you to inform them that you are disclosing that information to us and why, that they can access their information if they wish, and that we do not usually disclose their information to third parties.

5. In due course after the completion of this selection committee process, the personal information that you have provided will be destroyed, unless you make application for your personal information to be returned to you.

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