APPLICANT INFORMATION PACKAGE

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Sydney Olympic Park NSW 2127
Locked Bag 112, Silverwater NSW 2128
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ACN 070 055 935 | ABN 19 070 055 935

UNIVERSITIES ADMISSIONS CENTRE.

Thank you for your interest in applying for the Customer Service Officer position with the Universities Admissions Centre (UAC). This package is designed to provide you with information about UAC's recruitment process and general conditions of employment.

CONTENTS

1. Snapshot of employee benefits
2. Customer Service Officer Position Description
3. Marketing and Engagement Organisational Chart
4. Privacy statement

SNAPSHOT OF EMPLOYEE BENEFITS

Work-life balance



- Short 7-hour day (35-hour week), with an hour for lunch, Monday to Friday.
- Employees who work more than the standard 35-hour week are entitled to overtime pay.
- Flexible work arrangements.

Generous leave entitlements

50 days sick leave with conditions 

Family & community services leave 

Study support leave 

Concessional days 

Rostered Day Off (RDO) system: accumulate 1 day off every 4 weeks

Above-standard employer superannuation contributions

UAC permanent employees	**17%**	UAC fixed-term (17% after 12 months' service)	**10%**
Casual employees	**10%**		

Competitive remuneration



We reward our staff for their hard work with competitive remuneration and salary packaging benefits.

	Total annual salary
Customer Servicer Officer (8 and 12 month, fixed-term appointment)	$78,177 - $82,635 pro rata

Health and wellbeing



Our employees enjoy a range of health and wellbeing initiatives to support their physical and mental health:

- annual health checks and flu vaccinations
- periodic massages
- yoga and mindfulness classes
- free counselling service
- membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities and eateries at Sydney Olympic Park.

READY TO APPLY?

Email us your:

1. cover letter and resume
2. written response addressing the selection criteria listed in the Position Description
3. copies of relevant qualifications (if available).

POSITION DESCRIPTION

POSITION TITLE:	Customer Service Officer
HEW LEVEL:	Grade 4
DEPARTMENT/UNIT:	Marketing and Engagement/Customer Service
SUPERVISOR/ MANAGER:	Customer Service Coordinator
WRITTEN BY:	Kim Paino
DATE WRITTEN:	January 2008, reviewed January 2019, updated June 2021
INCUMBENT:	
APPROVALS:	Kim Paino General Manager, Marketing and Engagement

1. BACKGROUND INFORMATION

UAC – the Universities Admissions Centre – is at an exciting stage in its history. Established in 1995 and owned by universities in NSW and the ACT, UAC is now the largest tertiary admission centre in Australia and a leader in technology platforms and innovative solutions for the higher education sector.

UAC's mission is to provide equity of access to higher education, central to which is a strong belief in the value of education and lifelong learning. UAC is not-for-profit and driven by a strong culture of service – to students and schools, higher education institutions and the wider community.

UAC's Marketing and Engagement Department is responsible for the delivery of comprehensive information about university admission to applicants, the public and the media. UAC adopts a strong multi-channel approach (print, website, media releases, corporate and marketing communications, external presentations, community engagement and customer service).

The Department is comprised of Marketing, Website, Communications, Customer Service and Community Engagement and is managed by the General Manager, Marketing and Engagement who is supported by 19 permanent members of staff and approximately 8 staff appointed on fixed-term contracts. Casual staff members are also employed as required.

For information about UAC's structure and functions, see UAC's People & Culture 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, live chat, facebook, 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 eight Customer Service positions reporting directly to the Customer Service Coordinator. The Customer Service Coordinator reports to the General Manager, Marketing and Engagement. The position has no direct reports.

The Customer Service Officer works closely with the permanent Customer Service Officers and other staff in the Marketing and Engagement Department; and other UAC departments.

4. DIMENSIONS

UAC currently provides a wide range of admissions-based services to more than 30 clients, including 13 member institutions. Participating institutions are predominantly based within NSW and ACT, but a number are located interstate.

The prime orientation is undergraduate admissions with complementary services also provided for postgraduate and international markets. Currently over 180,000 applications are received annually with 120,000 plus offers of admissions being generated.

UAC also develops bespoke services to meet the specific needs of individual institutions, including a white-labelled online application portal (UAC Connect). Currently, over 90,000 direct applications are processed annually via the bespoke portal model and this source of business is expected to continue to grow in the coming years.

In addition, UAC has launched several new strategic initiatives in recent years, including inbound international admissions (Agent Access), targeted digital marketing (Reach) and a national academic credit management program (Advance).

5. MAJOR TASKS

1. Answer enquiries and provide information over the telephone, through email, LiveChat, and in person. This includes provision of accurate and detailed explanations regarding UAC and university admission processes.
2. General receptionist duties, including greeting visitors at the office and receiving deliveries.
3. Handle the receipt of 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, maintaining databases and other tasks.
7. 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 Customer Service Coordinator or the General Manager, Marketing and Engagement.

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 a 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, with a commitment to cultural diversity.
13. Understanding of and commitment to the principles of work health and safety, anti-bullying legislation and the application of these principles in the workplace on a daily basis.

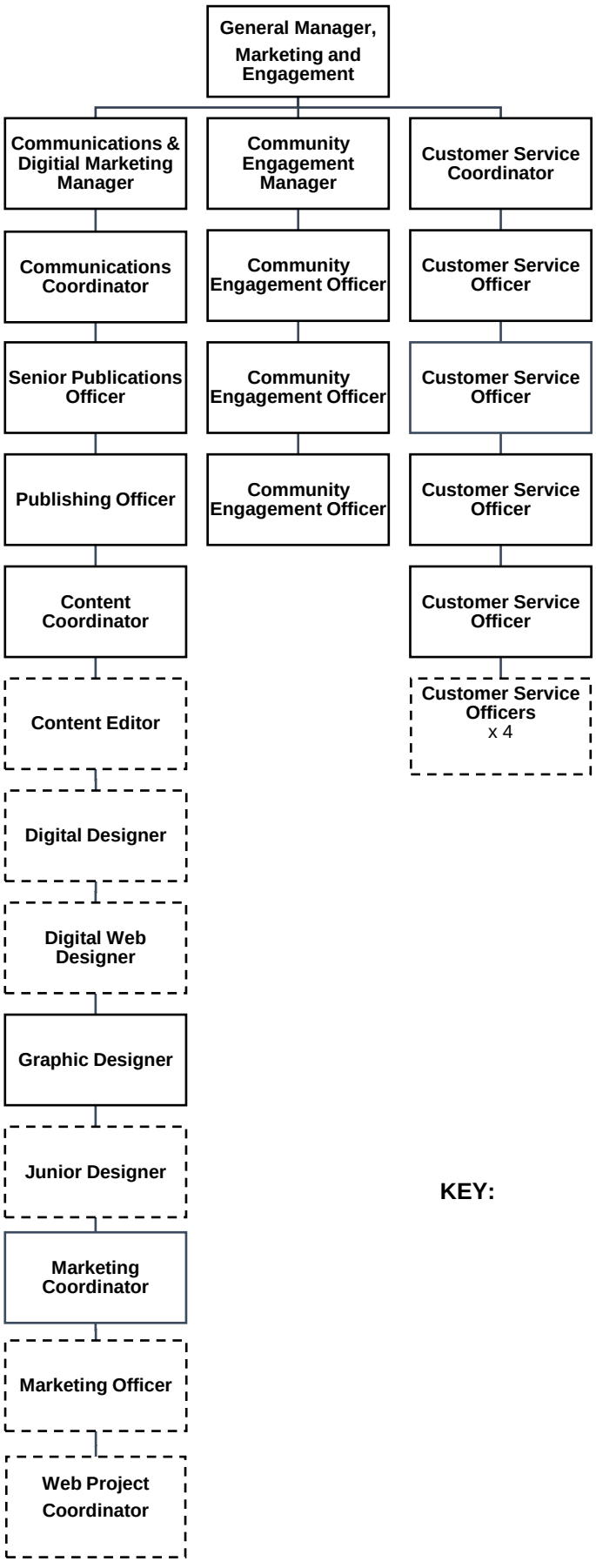
Desirable

1. Experience working with UAC or a tertiary institution

Employee: _____ **Date:** _____

UAC

Marketing and Engagement Organisational Chart 2020/21



KEY:

Permanent 17
Fixed Term 10

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PRIVACY STATEMENT

1. In applying for this position, you have provided UAC with personal information so that your application can be assessed.

2. It is possible that we may disclose information provided in your application to a third party such as a referee, or members of a selection committee.

3. If you provide us with the personal information of others (for example a referee's details), we encourage you to inform them that you are disclosing that information to us, and that UAC does not usually disclose their information to a third party.

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

5. If you seek feedback because your application is unsuccessful, in some circumstances information may be denied. For example if access would have an unreasonable impact on the privacy of others.

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