

Position Description – *Flinders Connect Officer*

Updated 02/02/2023

POSITION DETAILS	
Portfolio	<i>Deputy Vice-Chancellor (Students)</i>
Organisational Unit	<i>Student Administration Services</i>
Supervisor (Title)	<i>Manager, Flinders Connect</i>
Classification	<i>Higher Education Officer Level 5</i>
Employment Type	<i>Fixed-term, full-time</i>

POSITION SUMMARY
<p>Working under general direction and as part of a university wide Student Administration Services team, the Flinders Connect Officer provides front-line support services to students on a range of administrative matters relating to their studies and the various services offered at Flinders University.</p> <p>In particular, the position is responsible for providing students with face-to-face support in the Hub, phone support via 1300 FLINDERS, and online support through the Ask Flinders enquiry portal. The position combines the provision of transactional services (including financial transactions), interpretation and application of University policies and procedures, and referral of enquiries to more specialist services where appropriate. As the first point-of-call for a large variety of student enquiries, the Flinders Connect Officer must combine exceptional customer service with a broad knowledge of the student experience.</p> <p>Working closely with portfolio and college-based Student Administration Services staff, the position works as part of a strongly customer-centric team who take ownership of the front-line student support experience at a whole-of-University level, both through direct delivery of support through central support channels and through coaching and at times augmenting the front-line support provided at College service points. The role works in a team which has a focus on continually improving the student experience through identifying areas for improvement and advocating for the student experience with other areas of the University.</p>

UNIVERSITY EXPECTATIONS AND VALUES
<p>All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:</p> <ul style="list-style-type: none"> • demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred; • contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor; • promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity; • perform their responsibilities in a manner which reflects and responds to continuous improvement; and • familiarise themselves and comply with the University's <i>Work Health and Safety, Injury Management and Equal Opportunity</i> policies. <p><i>A National Police Certificate which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position.</i></p>

An up to date COVID-19 vaccination may be required as a condition of employment, in accordance with the Flinders University [COVID-19 Vaccination Policy \(2022\)](#). If required, any offer of employment will be subject to the successful candidate presenting their COVID-19 Digital Certificate as evidence of vaccination or showing evidence of a valid medical exemption, where relevant.

KEY POSITION RESPONSIBILITIES

The Flinders Connect Officer is accountable for:

1. Delivering high quality front-line current student support services across a wide variety of administrative and student life enquiries via all enquiry channels, putting the resolution of student enquiries as the primary focus of all activities.
2. Interpreting and advising students on a wide range of student administration services policies and procedures, including but not limited to enrolment, class registration, fees, examinations, graduations, and leave of absence..
3. Delivering transactional services to students such as the creation of student ID cards and the acceptance of EFTPOS payments.
4. Contribute to the operation of the Enrolment Support Centre during peak enrolment periods by providing instruction to large volumes of customers regarding enrolment and class registration processes and supporting casual staff working in the Centre.
5. Connecting students efficiently with the right people and processes across the University in order to resolve enquiries.
6. Interpreting and documenting student enquiries in the Flinders CRM in order to refer enquiries to specialist teams with the ability to resolve more complex enquiries.
7. Advising students on how to complete a range of online tasks in the University's student administration system, online payments system and online enquiry system, in particular in relation to enrolment, class registration and fee payments.
8. Maintaining a high level of confidentiality in all interactions with students, colleagues and the general public.
9. Providing support and guidance to new staff in order to create a positive environment for all Flinders Connect staff, including casual and ongoing staff.
10. Maintaining positive relationships with a wide variety of other student service providers throughout the University.
11. Contributing to ongoing improvements to the student experience and the operations of the team through proactively identifying areas for improvement within and external to the team and participating in decision making processes.
12. Creating and updating of documentation for new and established procedures within Flinders Connect in order to drive consistency, efficiency and accountability in all facets of front-line student support.
13. Creating student-facing correspondence that complies with University policies and procedures.
14. Working in partnership with College service teams in order to deliver and ensure a shared understanding and responsibility for resolving student enquiries as efficiently as possible between Flinders Connect and College service teams.
15. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a degree or equivalent combination of relevant experience and/or education/training.
- Experience in a high-volume, fast paced, demanding front-line customer service environment where patience and resilience attributes are required.
- High level of customer service skills, including excellent written and verbal interpersonal skills and the ability to develop, maintain and enhance relationships with students, staff and other stakeholders, successfully manage difficult customer interactions and prepare reports and correspondence.
- Ability to use initiative and judgement and interpret and accurately advise on administrative policies and procedures and provide sound advice to stakeholders on complex and sensitive matters.
- Ability to work independently, accurately and with close attention to detail to deliver operational services in a high-volume work environment.
- Ability to contribute to a positive team culture and to develop and foster networks with staff across the University.
- Knowledge of student-related higher education policies, procedures and administrative processes.
- High level of organisational, time and workload management skills, including ability to prioritise workload to meet strict deadlines.
- High level of computer literacy, particularly in the use of complex web-based business applications.
- Demonstrated commitment to continuous improvement including the ability to implement initiatives to enhance business systems, processes and procedures to improve the customer experience.
- Ability to carry out tasks maintaining high levels of integrity, confidentiality and sensitivity.
- Experience in the use of student administration and Customer Relationship Management (CRM) systems, in particular Microsoft Dynamics.
- Ability to effectively assist in the induction, training and ongoing support and development of new staff.