

Position Description – *Customer Support Officer (Identified)*

Updated 26/05/2026

POSITION DETAILS	
Portfolio	Corporate Services
Organisational Unit	Property, Facilities and Development
Supervisor (Title)	Team Leader, Customer Service
Classification	Higher Education Officer Level 4
Employment Type	Continuing, full-time

The filling of this position is intended to constitute a special/equal opportunity measure under section 8(1) of the Racial Discrimination Act 1975 (Cth), and s65 of the Equal Opportunity Act 1984 (SA). The position is therefore only open to Aboriginal and Torres Strait Islander people'

POSITION SUMMARY
<p>As the first point of contact, the Customer Support Officer plays a key role in delivering a consistent, high quality customer experience to both internal and external stakeholders as part of a centralised customer service team.</p> <p>Operating within a multi-channel service environment, the role is responsible for managing enquiries and service requests received via phone, digital platforms, and in person interactions across Flinders University locations. The position focuses on effective triage, resolution at first point of contact where possible, and proactive communication to ensure customer needs are met.</p> <p>Working under routine to general direction and reporting to the Team Leader, Customer Service, the Customer Support Officer contributes to service delivery by accurately assessing and prioritising requests, coordinating with service providers, and monitoring progress through to completion. The role also supports continuous improvement initiatives by identifying trends, contributing to process enhancements, and maintaining accurate system data.</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 and Excellence demonstrate consistent alignment with the University's strategic priorities through daily decisions, teamwork and behaviours that reinforce the strategic intent. 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

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- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.

Flinders University is committed to providing a safe, respectful and inclusive environment, free from gender-based violence. Appointment to this role is conditional on the completion of required pre-employment checks and declarations, each of which must be satisfactory to the University. This includes a Gender-Based Violence declaration, in accordance with the National Higher Education Code to Prevent and Respond to Gender-Based Violence (2025), and a Nationally Coordinated Criminal History Check.

KEY POSITION RESPONSIBILITIES

The Customer Support Officer will be accountable for:

1. Delivering a consistent, professional and responsive point of contact for customers across multiple communication channels including phone, email and online systems managing enquiries, service requests and complaints relating to Property, Facilities and Development services as well as general University enquiries (excluding student-related matters).
2. Assessing, interpreting and analysing incoming enquiries to determine the most appropriate course of action, applying established service standards, procedures and knowledge resources to ensure efficient, accurate and consistent outcomes.
3. Triaging and coordinating requests that cannot be resolved at first contact by accurately categorising and assigning enquiries or tasks to the appropriate service area in a timely manner.
4. Monitoring and managing the progress of all logged requests, following up as required to ensure completion within agreed service level timeframes, while maintaining clear, timely and empathetic communication with customers throughout the lifecycle of each request.
5. Managing and resolving complaints in a professional, respectful and compassionate manner, ensuring customers feel heard and supported, and escalating issues appropriately in accordance with organisational procedures when required.
6. Maintaining and analysing accurate records of all customer interactions and service requests, while identifying trends, recurring issues and opportunities to improve processes, systems and the overall customer experience.
7. 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 certificate level qualification with relevant work-related experience or an equivalent combination of relevant experience and/or education and/or training.
- Effective interpersonal, written and verbal communication skills are required, with the ability to engage effectively and professionally with a diverse range of stakeholders.
- Experience in a high-volume, multichannel customer service environment is highly regarded, along with the ability to manage competing priorities, maintain attention to detail and meet deadlines.

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- Routine to informed problem-solving skills, sound judgement and the ability to resolve issues at first point of contact where possible. The incumbent will be adaptable, proactive and willing to learn new systems and processes, with the ability to work both independently and as part of a collaborative team.
- Strong digital capability is required, including proficiency in Microsoft Office and experience using customer request or service management systems, along with the ability to accurately record and manage data to support service delivery and continuous improvement.



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