

Position Description

Position Title:	Customer Service Officer	Position No.:	
Department:	Corporate	Grade:	2.1
Reports to:	Business Services Administrator	Salary Band:	\$45K- \$60K (+ 9% Super)
Location:	Sydney - CBD	Duration of Contract:	3 years

Position Overview

The purpose of this role is to provide a professional and positive impression of ACARA at first contact from any external and internal party, and to assist and support with functions and catering held on the premises and the coordination of contracts. This includes performing reception duties in a competent manner with an acute focus on customer service, actively assisting with function arrangements in a proactive manner with regard to logistics and facilitation.

Organisation Overview

The Australian Curriculum, Assessment and Reporting Authority (ACARA) is a new independent statutory authority of the Australian Parliament. Its functions include:

- Developing a national K-12 curriculum, including content of the curriculum and achievement standards, for subjects specified in its Charter.
- Developing and administering national assessments, both assessments in literacy and numeracy for the full cohorts of students in Years 3, 5, 7 and 9 and a cycle of sample-based assessments (currently in science, civics and citizenship, and ICT competence).
- Collecting, managing and analysing student achievement and other data and reporting on school and system performance.
- Facilitating information sharing arrangements between Australian and State and Territory government bodies in relation to the collection, management and analysis of school data.
- Providing school curriculum resource services, educational research services and other related services.
- Providing information, resources, support and guidance to the teaching profession.

ACARA is taking over work already under way under the auspices of a range of separate bodies.

Specific Duties/Functions and Responsibilities

The position holder will:

- Represent ACARA in a reception capacity in a professional and competent manner including greeting and directing persons entering ACARA as required., and attending to any needs of visitors whilst they are waiting in reception, answer phone enquiries in a friendly positive manner and provide information or take messages as appropriate, ensuring messages are passed to relevant persons in a timely manner
- Receive and sort incoming mail and deliveries in line with ACARA's In-coming Correspondence guidelines and process courier requirements where necessary.
- Maintain and assist with appointments scheduled in Outlook calendar and assist/communicate with staff to provide support with any duties related to the setting up and cleaning up of Functions/Meeting rooms
- Researching and ordering catering for internal meetings
- Monitor facilities and make sure they are cleaned daily and report back to the Business Services Administrator if issues arise
- Provide admin support as required including photocopying, filing etc
- Research information for social events/fundraising/ad hoc projects as requested
- Assisting with the sourcing and organisation of Art works in ACARA. Providing assistance with the ongoing aesthetics value of the office
- Updating/uploading phone list and updating security pass register and providing passes where required
- Communicating with external companies/providers via phone and email, including designers and printing companies for the ordering and processing of business cards and ACARA branding
- Calculating and drawing up meeting room plans and updating when required
- Comply with OHS instructions, policies and procedures and conduct work in a safe manner
- Perform ad hoc projects as requested.

Skills and Experience and Knowledge (Key Selection Criteria)

- Excellent verbal and good written communication skills, **including ability to**
 - assess audience and provide appropriately tailored and clear information and explanations to a range of groups in an effective and confident manner,
 - dealing with challenging behaviour firmly but politely and
 - an ability to work independently and within a small team
- Ability to undertake work efficiently, focusing on client satisfaction and maintaining service quality despite time constraints
- Ability to build and sustain effective relationships with customers in order to build a common understanding and address their needs
- Strong office administration skills and experience
- Demonstrate initiative and time-management skills with attention to detail
- Excellent knowledge of software packages including Microsoft Word, Excel, and Outlook

Dimensions of the role

Number of direct reports-	Nil
Number of direct and indirect reports-	Nil
Financial delegations-	Nil
HR Delegations-	Nil

Important Relationships

Internal:

- ACARA staff

External:

- Service providers
- Catering Companies
- Corporate Express/Stationery representative
- The milk box
- The Fruit Box
- Direct couriers

Important Relationships

Internal:

- ACARA Staff

External:

- Key stakeholders

Approved:		Date:	
Signed:			

How to apply

Applications are to be emailed to employment@acara.edu.au or by simply clicking “Apply Now” by 11.30pm **DAY DATE MONTH YEAR** and must include a CV and a covering letter addressing the key selection criteria (dot points above) of the role.

Please note all roles are in the Sydney CBD and relocation is at candidates own expense.

Please Note: ALL APPLICANTS MUST ADDRESS THE KEY SELECTION CRITERIA & specify which position they are applying for, without this information we will not be able to process your application properly.

No calls from agencies please

For more information please email employment@acara.edu.au