

# APPLICANT INFORMATION PACKAGE

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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.

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## 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.
- Hybrid work arrangements including remote work and flexible hours.



### Generous leave entitlements

**50 days**  
sick leave with  
conditions



**Family &  
community**  
services leave



**Study support**  
leave



**Concessional**  
days



### Above-standard employer superannuation contributions

UAC permanent employees	<b>17%</b>	UAC fixed-term	<b>17%</b>
Casual employees	<b>12%</b>		

### Competitive remuneration

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



Customer Service Officer Position (12 month fixed-term appointment)

### Total annual package

\$92,803.00 – \$112,461.16 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
- mindfulness classes and webinars
- free counselling service
- membership of an exclusive benefits program with unique offerings across a range of venues, recreational facilities, and eateries.

## READY TO APPLY?

### Please read UAC Privacy Policy for Job Applicants at

<https://uac.elmtalent.com.au/careers/careers/pages/privacy>

By submitting your application you confirm you consent to the UAC Privacy Policy for Job Applicants

### In your application include:

1. Resume
2. Written response addressing the prescribed selection criteria
3. Copies of relevant qualifications (if available)
4. Any other relevant documentation

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Customer Service Officer
<b>HEW LEVEL:</b>	Grade 4/5 (Broadbanded)
<b>DEPARTMENT/UNIT:</b>	Operations and Products/Customer Service
<b>SUPERVISOR/</b> <b>MANAGER:</b>	Customer Service Coordinator
<b>WRITTEN BY:</b>	Kim Paino, Chief Strategy and Engagement Officer
<b>DATE WRITTEN:</b>	January 2008, Updated February 2025
<b>INCUMBENT:</b>	Vacant
<b>APPROVALS:</b>	Nerida Bewick Chief Operations and Products Officer (COPO)

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## 1. BACKGROUND INFORMATION

The Universities Admissions Centre (UAC) was established in 1995 and is the largest tertiary admissions centre in Australia. Owned by universities in NSW and the ACT, UAC's mission is to provide excellence in admissions services, including the calculation of the Australian Tertiary Admission Rank (ATAR).

Servicing over 30 institutions, UAC processes approximately 200,000 applications every year and plays an important role in helping students navigate key transition points in their further education.

UAC is registered as a charity and not-for-profit entity with the Australian Charities and Non-For-Profit Commission (ACNC) and operates with a strong sense of purpose to support fair, efficient and transparent access to higher education for all members of the community.

UAC is known for its collaborative and service-oriented culture, and its staff are united by a shared commitment to our purpose and our values of excellence and integrity. With approximately 160 employees from varied backgrounds, expertise and experiences, UAC offers a unique and dynamic place to work.

## 2. JOB PURPOSE

The Customer Service Officer is part of a team of Customer Service Officers that 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, and the UAC Facebook page. 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.

Grade 5

The Customer Service Officer is also responsible for assisting in the training and supervising of Customer Service Officers and acting in the role of Customer Service Coordinator as required.

## 3. REPORTING AND RELATIONSHIPS

This is one of seven Customer Service positions reporting directly to the Customer Service Coordinator. The Customer Service Coordinator reports to the Chief Operations and Products Manager.

At Grade 5, the position has no direct reports but assists in the training and supervising of Customer Service Officers and acting in the role of Customer Service Coordinator as required.

The Customer Service Officer works closely with the Customer Service Officers and other staff in the Operations and Products Department; IT and other UAC departments to assist the Customer Service Coordinator in the smooth running of the Customer Service from both an internal and external perspective.

#### **4. DEPARTMENT**

UAC's Operations and Products Department oversees a wide range of functions, including admissions, analytics, customer service and product management. The department operates through six teams: Business Analytics, Centralised Services, UAC Connect, Access, Operations Services and Customer Service.

The Business Analytics team designs and implements systems for data reporting and analytics. The Centralised Services team manages the application and assessment processes for undergraduate and postgraduate admissions, while the UAC Connect team offers tailored products and services to meet the needs of individual institutions. The Access team drives the Schools Recommendation Scheme early offer program as well as UAC's equity programs, the Educational Access Scheme and Equity Scholarships, to improve higher education access for underrepresented groups. The Operations Services team focuses on system updates, course data maintenance and process improvement across Centralised Services and UAC Connect, while the Customer Service team manages UAC's applicant contact centre.

Led by the Chief Operations and Products Officer, the department provides specialised support to UAC's Board, Executive and staff, ensuring that UAC's operations align with the organisation's strategic objectives and contribute to its overall success.

#### **5. MAJOR TASKS**

##### **LEVEL 4**

1. First point of contact answering customer enquiries, providing accurate information and advice regarding university admission processes and procedures.
2. Liaise regularly with the Operations and Products and Customer and Commercial departments to keep abreast of changes to information on the UAC website and other relevant changes to ensure accuracy of information and advice provided to customers. This includes regularly updating standard response templates in accordance with any changes.
3. When required, assist with the testing of new UAC systems, and provide customer-centric recommendations based on day-to-day customer feedback and queries received.
4. Perform a variety of ad hoc administrative duties, including, maintaining applicant information in our databases, and other relevant duties, as required.

##### **LEVEL 5**

In addition to the duties prescribed at Level 4:

1. Respond to and address more complex queries and complaints.
2. Conduct and report on regular quality assurance checks on information and advice provided to customers.
3. Participate in and contribute to the ongoing development of appropriate UAC policies and procedures by suggesting possible operational enhancements.
4. Assist in the supervision and training of Customer Service Officers and act in the role of Customer Service Coordinator as required.

## **6. ACCOUNTABILITIES**

The Customer Service Officer is accountable for:

### **LEVEL 4**

1. Providing accurate information and advice to applicants and the public in a timely manner.
2. Handling all queries in a professional and empathetic manner.
3. Promoting UAC as an efficient, helpful and friendly organisation.
4. Keeping abreast of changes and updates to application and admission processes and procedures, both internally and externally.

### **LEVEL 5**

1. Assisting in the training and supervision of Customer Service Officers
2. Constructive team participation and commitment to continuous operational improvement.

## **7. PROGRESSION STATEMENT**

Progression to the higher level will be based on recognition by the relevant Coordinator, and the Chief Operations and Products Officer, that the Customer Service Officer has demonstrated that they are capable of performing at the higher level. Final approval by the Managing Director will also be required. It is expected that the incumbent will also normally have been one year at the top step of the lower level prior to recommendation being made for progression to the higher level.

In the case of a new appointee to the position initial appointment to a level will be based on relevant knowledge and experience and their ability to carry out the higher-level duties.

## **8. CHALLENGES AND CONSTRAINTS**

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 accurate and relevant information is provided to applicants and the public. The Customer Service Officer must also keep abreast of internal processes and changes within UAC.

The Customer Service Officer must be able to handle the pressure associated with working in a high-volume call center environment, responding to queries promptly, while maintaining quality customer service at all times.

The Customer Service Officer must be able to relate to people of all backgrounds and handle individual circumstances in a compassionate and respectful manner, and ensure confidentiality is always maintained when dealing with personal and sensitive information.

The Customer Service Officer must also be able to handle difficult customers professionally and exercise judgment when a customer needs to be escalated to the Customer Service Coordinator or the Chief Operations and Products Officer.

## **9. EDUCATION AND EXPERIENCE**

At Level 4, completion of a diploma level qualification with relevant work-related experience; or an equivalent combination of relevant experience and/or education/training. At Level 5, completion of a diploma-level qualification with significant relevant work experience or an equivalent combination of significant relevant experience and/or education/training.

## **10. SELECTION CRITERIA**

### **Essential**

1. Customer service experience in a high-volume call centre environment handling queries via telephone, email, and other online channels.
2. High level interpersonal and clear communications skills, both written and verbal.
3. Ability to understand and provide advice on complex information from various sources, handle high volume queries and respond to changing priorities.
4. Ability to handle personal, sensitive, confidential, and difficult interactions in a calm, professional and empathetic manner.
5. Ability to work effectively within a team and collaborate with colleagues across the organisation in a constructive and respectful manner.
6. High level computer skills, including experience using customer databases.
7. Excellent attention to detail and accuracy, with a commitment to customer service excellence.
8. Ability to exercise discretion, use initiative and suggest recommendations based on customer feedback.
9. Ability to present a positive and friendly approach in all interactions.
10. Satisfy the relevant background and compliance checks, such as a Working with Children Check (WWCC) or Police Checks, as required.
11. Understanding of and commitment to the principles of anti-discrimination, equal employment opportunity, work health and safety, anti-bullying legislation and the application of these principles in the workplace, with a commitment to cultural diversity.

### **Desirable**

1. Knowledge of and/or experience working in the tertiary education sector.

**Employee:** \_\_\_\_\_ **Date:** \_\_\_\_\_

