

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Contact Officer
<b>LOCATION:</b>	Multiple
<b>REPORTING TO:</b>	National Service Delivery Manager
<b>DEPARTMENT:</b>	AASN

## PURPOSE STATEMENT

The purpose of the position is to monitor the progress of Australian Apprentices and provide a courteous and efficient service to employers, Australian Apprentices and other stakeholders. This role will involve organising and conducting scheduled contacts, following up queries and managing administrative functions.

## OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

## OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

## OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

## REPORTING

This position reports to the National Service Delivery Manger

## PRIMARY DUTIES

- Provide a courteous and efficient service to employers, Australian Apprentices and other stakeholders to monitor the progress of the Australian Apprentice towards successful completion;
- Organise and conduct scheduled contacts, and where required, undertake within hours to suit the employer and/or Australian Apprentices;
- Ensure milestone contacts are completed with employers and their Australian Apprentices within a restricted timeframe, adhering to both organisation and federal government guidelines and KPI's;
- Conduct professional outbound telephone contact calls to provide situational advice in line with contractual requirements;

- Follow up employer and/or Australian Apprentice queries with the appropriate BUSY At Work personnel or relevant stakeholder;
- Provide advice to Australian Apprentices on future opportunities through career tools and assessments;
- Develop and maintain systems and processes to manage administrative functions of the contacts phase;
- Accurate recording of milestone contacts within both federal and organization's database ensuring accuracy of information prior to processing;
- Understand and maintain knowledge of the Australian Apprenticeships Support Network (AASN) Guidelines and other relevant state specific requirements;
- Promote the benefits of continuing to employ Australian Apprentices to employers and refer new business opportunities to the Apprenticeship Field Officers;
- Within the scope of the role, contribute to the development of the business and marketing plans for BUSY At Work;
- Participate as a member of an extended service team in line with organisational values;
- Greet clients, visitors to the office and provide information or contacts for The BUSY Group services;
- Maintain office open hours in line with contractual obligations;
- Other duties as required.

### **KNOWLEDGE, SKILLS & EXPERIENCE**

- Demonstrated ability to follow Australian and State Government compliance requirements and maintain the required contact in a restricted timeframe with employers and their Australian Apprentices to meet and conform to Key Performance Indicators;
- Demonstrated ability to interpret and apply complex guidelines, administrative procedures and processes;
- Excellent time management skills and the ability to prioritise and meet tight timeframes;
- Well-developed oral communication skills (including presentation, influencing and negotiation), and written communication skills (including the production of business reports and documentation);
- Demonstrated ability as a team player (including building constructive relationships with peers and collaborative problem solving);
- Self-motivated with a demonstrated enthusiastic approach to day-to-day business operations;
- Positive approach to a continual changing work environment;
- Strong client focus and desire to be a part of a service organisation;
- Ability to operate in a highly ethical manner in accordance with Australian and State Government contractual requirements, client expectations of high standards and BUSY's high quality and performance oriented culture;
- Desire to be part of a growing, high achieving, successful service organisation.
- Demonstrated ability to follow Australian and State Government compliance requirements and maintain the required contact in a restricted timeframe with employers and their Australian Apprentices to meet and conform to Key Performance Indicators;
- Strong client focus and desire to be a part of a service organisation;

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements and may change with business needs.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_