

POSITION DESCRIPTION

POSITION TITLE:	Contact Officer – VAFS
LOCATION:	Melbourne
REPORTING TO:	Contact Team Supervisor – VAFS
DEPARTMENT:	Victorian Apprenticeship Field Services

PURPOSE STATEMENT

The purpose of the Contact Officer - Risk Assessment role within the Regulatory Field Services (the Services) is to determine compliance with training contracts and to identify cases that require more detailed investigation.

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 Contact Team Supervisor

PRIMARY DUTIES

- Contact apprentices, trainees and employers across Victoria to determine compliance with training contracts;
- Conduct Risk Assessment Services remotely using contact centre technologies;
- Conduct Risk Assessment Services as specified in the “Future Process and Systems Mapping”;
- Utilise VRQA’s systems, to source data on the client population, perform preparatory research clients and record results;
- Interrogate the data on apprentices, trainees and employers held in the VRQA system, and apply risk criteria to assess Risk Assessments to perform;
- Randomly select Risk Assessments as a means for detecting patterns of risk across regions and qualifications;
- Perform research details of training contracts, the employer organisation and any history prior to contact;
- Review information stored in the system to determine the history of past unsuccessful and successful contacts, Risk Assessments, investigations, disputes or complaints related to the client being contacted;
- Manage inbound phone calls, emails or other electronic messaging;
- Escalate Risk Assessments returning a positive result for the risk factors and meeting or exceeding trigger levels to the Risk Assessment Supervisor;
- Record details of unsuccessful and successful attempts to contact clients in the contact management system;
- Participate proactively as a team member, or autonomously, to achieve the outcomes within a Compliance Framework;
- Act in accordance with BUSY values and the Victorian State Government supplier code of conduct;
- Respond to requests made by the VRQA promptly and professionally;
- Participate as a member of an extended service team in line with organisational values;
- Meet and exceed organisational and contractual Key Performance Indicators (KPIs);
- Manage own workload, ensuring that timeframes are strictly adhered to;
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG’s Child Safety policies and procedure;
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

PERFORMANCE MEASURES

- Achievement of jobs completed KPI at a minimum;
- Compliance with procedures;
- Customer and client satisfaction.

KNOWLEDGE, SKILLS & EXPERIENCE

- Communication and interpersonal skills including demonstrated consultation, and problem solving;
- A calm self-confident demeanor;
- Ability to interpret and articulate contractual requirements and policy to determine risk factors;
- Ability to investigate matters, and make appropriate decisions and recommendations for risk services;
- Demonstrated knowledge of vocational training issues, the contemporary regulated employment and training environment, and legislation as they relate to Victorian apprenticeships;
- Demonstrated ability to work independently to achieve challenging KPI’s;
- Proven customer support experience;
- Strong phone contact handling and active listening skills;
- Excellent communication and presentation skills including ability to respond effectively in writing;
- Ability to multi-task, prioritise, and manage time effectively;

- Demonstrated administration and customer service skills in order to create, maintain and enhance customer relationships;
- High attention to detail, ensuring accurate inputting of information and data processing;
- Demonstrated ability to interpret and apply procedures and processes;
- Demonstrated high-level computer skills in particular the use of the Microsoft suite programs;
- Ability to operate in a highly ethical manner in accordance with contractual requirements.

QUALIFICATIONS

- No mandatory qualifications apply to these roles however VET sector or contact centre qualifications would be well regarded.

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.

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

Employee Signature: _____ Date: _____