

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Outbound Wage Subsidy Advisor - AASN
<b>LOCATION:</b>	Southport
<b>REPORTING TO:</b>	Team Leader
<b>DEPARTMENT:</b>	Service Delivery Centre

### PURPOSE STATEMENT

The Outbound Wage Subsidy Advisor is an integral part of the Australian Apprenticeship Support Network (AASN) Wage Subsidy team. Responsible for outbound calls AASN stakeholders, promoting, supporting and advising on AASN Wage Subsidy incentives and eligibility criteria.

### 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 Team Leader

## **PRIMARY DUTIES**

- This role is to assist all stakeholders including apprentices, trainees, employers and job seekers with enquiries about Wage Subsidies.
- Undertake outbound contacts to stakeholders;
- Identify and assess stakeholder' needs to achieve satisfaction;
- Meet stakeholder needs by identifying any sales leads across all BUSY services. Refer enquiries to appropriate parts of the organisation as appropriate;
- Build sustainable relationships of trust through open and interactive communication;
- Provide accurate, valid and complete information by using the right methods/tools;
- Meet personal/Wage Subsidy Team targets and call handling quotas;
- Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution;
- Keep records of stakeholder interactions and file documents;
- Follow communication procedures, guidelines and policies;
- Take the extra mile to engage stakeholders;
- Manage own workload ensuring that KPI's are met and timeframes are strictly adhered to;
- Participate as a member of an extended service team in line with organizational values;
- Other tasks as required assigned by the Team Leader / Wage Subsidy Manager;
- 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.

## **KNOWLEDGE, SKILLS & EXPERIENCE**

- Proven customer support experience or experience as a client service representative;
- Track record of over-achieving quota;
- Strong phone contact handling and active listening skills;
- Familiarity with CRM systems and practices;
- Stakeholder orientation and ability to adapt/respond to different types of characters;
- 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 administrative 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 Australian and State Government contractual requirements, client expectations of high standards and BUSY's high quality and performance oriented culture;
- Previous experience in an Australian Apprenticeship Centre or Employment Services environment would be highly regarded.

## **QUALIFICATIONS**

N/A



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. This position may include travel.

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

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