

POSITION DESCRIPTION

POSITION TITLE:	Client Support Officer
REPORTING TO:	Regional Manager
DEPARTMENT:	AASN

PURPOSE STATEMENT

The primary purpose of this position, under the direction of the Regional Manager, is to provide administrative support to Apprenticeship Field Officers.

This position will also assist in activities to achieve and exceed Australian Apprenticeships Support Services contract Key Performance Indicators (KPIs) as per targets set by BUSY AT WORK.

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 Regional Manager

PRIMARY DUTIES

Duties will include but not be limited to:

- Provide day-to-day administration support to BUSY At Work's Apprenticeship Field Officers (AFO).
- Booking and preparing leads. Priority follow-up to ensure timely booking and correct details.
- Preparation of Training Contracts to ensure KPI's are met including signup templates, pre signup information including IA, Esher House and pre signup induction emails more than 24 hours prior to signup.
- Assist with AFO tasks/returns including USI searches, amendments and followups.
- General administration follow-ups including ABN searches, bulk signup preparation, Jobready reporting.
- Assist with managing AFO calendars.
- Respond to telephone and e-mail enquiries relating to Australian Apprenticeships Support Services.
- ~~Warm~~ lead generation – business development calls, lead follow up and general enquiries.
- Using office equipment to undertake core duties (photocopier, fax and electronic mail).
- Participate as a member of an extended service team in line with organisation values.
- Undertake other administrative support duties as requested.

PERFORMANCE MEASURES

KNOWLEDGE, SKILLS & EXPERIENCE

- Excellent administration skills, organised and thorough.
- Initiative and motivation to positively progress tasks.
- Strong communication skills and well-developed interpersonal skills.
- Ability to work independently and as part of a team.
- Fine attention to accuracy and detail.
- Good IT skills, ability to use databases, as well as suite of Microsoft products.
- Capacity to undertake multi-skilling covering all elements of administrative and processing functions.
- Good time management skills, including ability to manage priorities and meet deadlines within established timeframes.
- 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 the Australian Apprenticeships Support Services 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.

QUALIFICATIONS

- An Administration traineeship or Diploma would be highly 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: _____