



Role Description

<p>Role Title: Customer Engagement Officer, askSACE Class: ASO3</p>	<p>Group: Business Operations Capability Level: Intermediate</p>
<p>Reports to: Team Leader, askSACE</p>	<p>Direct Reports: Nil</p>
<p>Role Purpose The Customer Engagement Officer, askSACE is accountable to the Team Leader, askSACE for providing high-quality customer service to stakeholders, data entry, processing of business information and contributing to a range of business process improvements that deliver service excellence to support the South Australian Certificate of Education (SACE).</p>	
<p>Key Results Area</p> <ol style="list-style-type: none"> 1. Actively contribute as a member of a high performing team committed to a customer focused and positive workplace culture to deliver the SACE Board's strategic plan and priorities. 2. Act as a first point of reference for customers managing enquiries from stakeholders including the public, providing timely, relevant and accurate advice in a sensitive and courteous manner. 3. Deliver high level customer service to schools and stakeholders including SACE International, SACE Coordinators, teachers and students on queries relating to the student lifecycle, and SACE Board external information systems. 4. Answer inbound calls from customers, navigating through multiple systems whilst maintaining customer engagement on the phone. 5. Triaging or escalating customer enquiries to the Team Leader or other SACE functions as required. 6. Maintain required school and student information within set timeframes including the accurate recording of data into business processing systems. 7. Build and maintain strong working relationships internally and externally to position the agency as a leader in education. 8. Work collaboratively with other SACE business units to deliver effective operational processes and systems for the SACE Board. 9. Contribute to projects within the askSACE team and across the Business Operations group in relation to customer and business process improvements. 10. Monitor schedules and timelines, analyse data, and prepare reports, track and report on progress and risks that require mitigation and management to deliver on required service outcomes. 11. Prepare quality internal and external correspondence, including memos, reports, emails and other written material. 	

<p>Qualifications</p> <p>Nil</p>
<p>Corporate Responsibilities</p> <p>Responsible for:</p> <ul style="list-style-type: none"> • Keeping accurate and complete records of business activities in accordance with the <i>State Records Act 1997</i>. • Undertaking duties in accordance with SACE Board delegations, and SACE Board and Government policies, procedures, guidelines and legislative obligations. • Maintaining a commitment to equal employment opportunity, inclusion and diversity, and work health and safety.
<p>Special Conditions</p> <ul style="list-style-type: none"> • Some out-of-hours work. • The incumbent works under the SACE Board of South Australia Act 1983. • Appointment is subject to a satisfactory clearance in accordance with the SACE Board policy.
<p>Technical Capabilities</p> <p>Essential</p> <ul style="list-style-type: none"> • Demonstrated interpersonal and communication skills with proven ability to provide clear and concise information and advice to a wide range of stakeholders including telephone, email and other written correspondence. • Experience in supporting process improvement initiatives. • Experience in the Microsoft Office Suite of applications including spreadsheet and database programs. • Experience in using customer service software for call logging and job tracking. <p>Desirable</p> <ul style="list-style-type: none"> • Demonstrated understanding of the functionality associated with the SACE Board’s IT systems.

SACE Board Capability Framework (“The Framework”)
 The SACE Board Capability Framework spans across five (5) levels:

Foundation (AS01-2)	Intermediate (AS03-5)	Advanced (AS06-7)	Expert (AS08-MAS3)	Architect (Executive)
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This role is at an Intermediate level within the Framework. Candidates should refer to Attachment One (1) regarding capabilities and behavioural indicators required for this level.