

Position Title	Student Connect Officer
Group/Portfolio	Student Life
Classification	HEW Level 4
Position Number	00040941
Reports To	Team Leader, Student Centre
Employment Type	Continuing

1.0 Position Purpose

The Student Connect Officer is responsible for the provision of support and advice and field large volumes of initial contact from prospective and current students as well as members of the public. Client Services Officers will deliver services via a range of channels including internally and externally faced websites, telephone, email and in a face-to-face environment at one of our on-campus Student Centres.

The primary function of this role is to assist and guide students to access and interpret relevant information to enable them to be successful in their studies; as well as referring and escalating complex or specialised enquiries to relevant departments or staff.

2.0 Eligibility Requirements

- The occupant of this position will hold an associate diploma level qualification or an equivalent combination of relevant skills, knowledge and experience.

3.0 Key Responsibilities

- Provision of information and first contact resolution of student lifecycle enquiries with a focus on efficiency, accuracy and quality of information provided
- Complete general administrative duties, including preparation of standard correspondence and preparation of student documentation such as transcripts, ID cards and official letters
- Comply with the Client Services Officer Quality Framework in the provision of email, telephone and face to face enquiries, and be flexible to efficiently move in and out of contact channels based on demand.
- Proactively identify and communicate potential process, business or administrative improvements that relate specifically to value-add-services, student experience and cost effectiveness.
- Work productively in a team environment, develop and maintain good

relationships with colleagues and support a fun and relaxed atmosphere.

- Participate in training and development to enhance and maintain specialist knowledge to support student enquiries.
- Access information and interrogate IT systems, applications and tools; as well as interpreting and communicating information to a wide range of students, internal customers and stakeholders
- Other duties as required; including assisting with the administration of programs associated with non-standard admission requirements.
- Ensure compliance with relevant legislation and University policies and procedures, including equity and health & safety and exhibit good practice in relation to same.
- Be a leading example of the principles and values embodied in the University's Code of Conduct, and behave, act and communicate at all times to reflect fairness, ethics and professionalism.

4.0 Key Capabilities

- Griffith University identifies the attributes of resilience, flexibility, creativity, digital literacy and entrepreneurship as critical to our graduates' success, in the rapidly changing future world of work. We have established a Griffith University Capability Development Framework to provide a common language of some of the non-technical organisation skills that will support our staff to thrive now and into the future. The Capability Development Framework will assist you to understand the current skill level of this position in the non-technical but critical skill domains that are increasingly important in a changing workplace context.

To read about some of the non-technical organisation skills for this position, please see the Leads Self section of our [Capability Development Framework](#).