Griffith UNIVERSITY
Queensland, Australia

Position Description

Position Title	Client Services Officer
Group/Portfolio	Division of the Deputy Vice Chancellor (Research) / Griffith Graduate Research School
Classification	HEW 5
Position Number	TBC
Reports To	Manager, HDR Client Services
Employment Type	Fixed term / continuing

1.0 Position Purpose

Under general direction, the Client Services Officer contributes to the efficient and effective operations of the Griffith Graduate Research School (GGRS) by providing support to the HDR Operations areas (admissions, scholarships, candidature and thesis examinations).

2.0 Eligibility Requirements

- The occupant of this position will hold a minimum of an associate diploma qualification and at least two years relevant work experience, or an equivalent combination of relevant skills, knowledge and experience.

3.0 Key Responsibilities

- Coordinate the referral of Higher Degree Research (HDR) enquiries via the Customer Relationship Management email system and TouchPoint telephone systems and provide first point of contact for written and oral advice to clients on policies and procedures pertaining HDR matters.
- Provide general administrative and project support to HDR Operations areas as required, including creating, processing and managing data; managing requests for information and maintaining records; preparing and formatting of correspondence; reviewing and updating web content; and ensuring the follow up of actions from meetings.
- Coordinate and develop procedures and systems to ensure effective and efficient HDR operations, including the innovation and continual enhancement of administrative systems, procedures and communications.
- Provide on the job training and support to staff on common University enterprise systems such as PeopleSoft, CRM and the Microsoft suite, ensuring the GGRS is linked into relevant University-wide networks.

- The position may be required to take on other responsibilities commensurate with the expectations of a role at this level, which contribute to the overall objectives of the GGRS.
- Maintain 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.