

POSITION DESCRIPTION

Contact Services Centre Assistant



POSITION DETAILS

Position Title	Contact Services Centre Assistant
Classification	HEW 3
Position Number	NEW 11x positions
School/Office	Student Administration and Registrar's Office
Division	Division of Education and Students

POSITION PURPOSE

The Contact Services Assistant provides frontline customer service and administrative support within the Contact Services team. The role responds to routine enquiries from prospective students and stakeholders via phone, email, and other service channels, delivering accurate information in line with established procedures.

The position supports prospective students make informed decisions about study at Western and contributes to the effective operation of the contact centre by supporting day-to-day activities, maintaining records, and assisting with standard processes. The role liaises with internal areas including Marketing, Scholarships, Infrastructure & Commercial and Security to redirect or refer enquiries as appropriate.

Working under general supervision, the Contact Services Assistant triages enquiries, resolves straightforward matters, and escalates more complex issues to senior staff.

KEY ACCOUNTABILITIES

- 1. Assist** in delivering high quality frontline customer service across contact channels, applying established procedures to respond to routine enquiries and support day-to-day call centre operations. Participate in maintaining a positive customer service culture through professional and consistent interactions.

2. **Contribute** to the delivery of accurate information to prospective students by applying approved materials and guidelines. Provide feedback on common enquiry themes and user experience to support continuous improvement of marketing and admissions information
3. **Apply** standard processes to manage and resolve routine prospective student enquiries, ensuring accurate and timely responses. Assist in triaging enquiries and escalating complex or sensitive matters to senior staff for resolution.
4. **Assist** with administrative tasks that support contact centre operations, such as maintaining records, updating systems, and following established processes. Participate in onboarding activities and apply documented procedures when undertaking tasks.
5. **Participate** in maintaining effective working relationships with internal stakeholders by appropriately referring enquiries and sharing information in line with procedures. Contribute to monitoring enquiry trends and service performance, and assist in compiling basic reports where required.
6. **Contribute** to service improvements by identifying recurring issues or opportunities for enhancement and providing feedback to senior staff. Apply service standards, guidelines, and tools to ensure consistency and quality in service delivery.
7. **Undertake** other associated duties commensurate with the level of this position as reasonably required from time to time.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Demonstrated customer service experience, with the ability to follow procedures and respond to routine enquiries in a professional and timely manner, desirably in a sales or call centre function.
2. Effective communication and interpersonal skills, with the ability to provide clear information and interact courteously with a diverse range of customers.
3. Good organisational skills and the ability to manage time and priorities in a busy, service-focused environment under general supervision.
4. Experience using administrative, contact centre or student systems, or the ability to quickly learn new systems and processes.
5. Ability to work collaboratively as part of a team and contribute to a positive and supportive service environment.
6. Awareness of, or willingness to learn about, university programs, services, and inclusive practices to support a diverse student cohort.

KEY RELATIONSHIPS

- **This position reports to:** Contact Services Centre Coordinator
- **This position supervises:** n/a
 - **Key internal relationships:**
 - Student Administration and Registrar's Office
 - Future Student Engagement
 - Students
 - Faculties and Schools
 - Marketing
 - Academic success and advising partners
 - Careers
 - Wellbeing
 - Success Coaches

CHALLENGES

- Maintaining accuracy and consistency of responses while managing high volumes of routine enquiries during peak service periods.
- Responding to enquiries from a range of internal and external stakeholders, while appropriately referring or escalating matters in line with established processes.
- Identifying enquiries that are complex or sensitive and ensuring they are promptly escalated to senior staff for resolution.
- Balancing enquiries with administrative tasks, while following procedures and meeting service standards under general supervision.

UNIVERSITY EXPECTATIONS

The University expects that all employees are aware of, and comply with legislation and Western's policies and procedures relevant to the position, including but not limited to:

- Code of Conduct
- Work Health and Safety and Wellbeing Management System
- Enterprise Agreement or Award
- Anti-discrimination principles, Equal Employment Opportunity and staff and student equity.
- As the Contact Service Centre operates on multiple campuses is an expectation of the role that it may be required to travel to and work from any campus subject to appropriate notification.

Approved by: Office for People
Date: 11 June 2026