

POSITION DESCRIPTION



Senior Contact Service Centre Officer



POSITION DETAILS

Position Title	Senior Contact Service Centre Officer
Classification	HEW 6
Position Number	7010589
School/Office	Student Administration and Registrar's Office
Division:	Division of Education and Students

POSITION PURPOSE

The Senior Contact Services Officer supports a large casual pool of customer service and sales specialists, through both administrative and daily call centre support. The role supports the work of the Outbound Campaign Coordinator and Contact Services Coordinator to deliver service improvement, onboarding & training, and quality assurance initiatives. In addition, partners with key stakeholders including Marketing (Domestic & International), Scholarships, Division of Infrastructure & Commercial, Security and acts as an escalation point for complex prospective student and admission enquiries.

KEY ACCOUNTABILITIES

1. **Oversee sales call centre operations:** Demonstrating excellent customer service skills to a large team of customer service and sales professionals. Leading by example and supporting a culture of excellence.
2. **Engage with Marketing and admissions to enhance campaign and student experience activities:** Providing advice and feedback as required, on both programs, marketing initiatives and user experience.
3. Handle complex **prospective student cases** and ensure they are fully resolved. Acts as a point of consultation for CSC Officer and casual staff
4. **Provide direct operational support to Outbound Campaign Coordinator and Contact Services Coordinator:** In rostering, approving casual team timesheets, completing casual contract processes
5. **Coordinate the onboarding, training and ongoing development of team members:** By designing and delivering engaging programs with clearly documented procedures. Collaborate with Team Leaders to identify service delivery risks and address them through targeted skills development and upskilling initiatives.

6. **Develop strong working relationships with key stakeholders**, acting as the key contact for different areas, tracking budget spends across channels and reporting on performance.

QUALIFICATIONS, EXPERIENCE AND SKILLS

1. Demonstrated experience in customer service/sales role, ideally in a tertiary education context.
2. Excellent communication, administration and case management skills.
3. Strong organisational and time management capabilities, in a high volume environment.
4. Experience using contact centre, administrative and student management systems.
5. Demonstrated extensive experience in the effective training and development of colleagues/teams, including the development of engaging training materials
6. Experience developing stakeholder relationships.
7. Familiarity with Western Sydney University's academic offerings and student cohort. - Understanding of inclusive support practices and equity-focused student services.

KEY RELATIONSHIPS

- **This position reports to:** 7011543, Contact Services, Coordinator
- **This position supervises:** Nil
- **Key internal relationships:**
 - Future students
 - Current Students
 - Schools and Faculties
 - Marketing
 - Academic Success and Advising Partners
 - Careers
 - Wellbeing
 - Timetabling
 - Success Coaches
- **Key external relationships:**
 - Partner institutions
 - Community organisations

CHALLENGES

- Ensuring service quality during peak periods and high call volumes.
- Coordinating operations in a high volume call centre.
- Managing multiple stakeholder relationships with competing priorities.
- Resolving complex and sensitive prospective student cases effectively.
- Balancing administrative responsibilities with real-time call centre support.

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.

Approved by: Office for People and Culture

Date: 28.05.2026