



POSITION DESCRIPTION

Position Summary	
Position Title:	Support Officer Education Services
Position Category:	Full Time (ongoing)
Area Of Operation:	Community Lifesaving
Reporting / Responsible To:	Manager - Education Services
General Role Description:	Provide support for and coordination of the administration requirements of the Education Services Team, ensuring a high level of customer service delivery.
Key Responsibilities	
<u>Administration</u>	<p>Provide administrative support within the Education Services sector and assist in the completion of all administrative requirements of Life Saving Victoria (LSV) Education programs, including booking procedures, quotes, confirmations, client notifications, reminder calls, receipts and invoicing.</p> <p>Complete general administration such as filing and photocopying.</p> <p>Assist in the maintenance and input of customer information within our database (TASS) and on specific web pages.</p> <p>Assist with accommodation and meal bookings for education staff.</p> <p>Assist with certificate orders ensuring they are completed correctly and in a timely manner.</p> <p>Assist with the updating of Program Licence Agreements where required.</p> <p>Complete relevant paperwork for the logistics department to ensure all Education bookings have the required resources.</p>



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	<p>Assist in preparing the relevant documents for the training and retraining of casual staff.</p>
<p><u>Customer Service</u></p>	<p>Provide prompt, efficient and courteous telephone service to all Education customers, regarding bookings and general enquiries relating to LSV and water safety and ensure all requests, customer proposals and bookings are accurately processed.</p> <p>Complete confirmation calls for all up-coming programs.</p> <p>Report all feedback from customers.</p>
<p><u>Finance</u></p>	<p>Ensure all invoicing for Education programs is processed correctly in the appropriate month.</p>
<p><u>Reporting</u></p>	<p>Provide administrative support for the programs ensuring all internal and external reports are submitted in accordance with time and standards required.</p> <p>Contribute to reports if and where required.</p>
<p><u>Human Resources</u></p>	<p>Assists the Coordinator School and Community Education Services with the implementation of all Education staff rosters in accordance with the guidelines (student to staff ratios and minimum qualification requirements).</p> <p>Contact casual staff for program delivery where necessary.</p> <p>Assist with the accommodation and meal bookings for education staff on allocated programs.</p>
<p><u>Other</u></p>	<p>Other duties as directed by the two Education Services Coordinators, Education Manager and/or Education and Training General Manager.</p>



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Key Selection Criteria	
<p><u>Essential Competencies:</u></p>	<p>Self starter with ability to work under minimal supervision and on a number of simultaneous projects.</p> <p>Demonstrated ability to provide high quality administration with a focus on attention to detail.</p> <p>Experience in providing high quality customer service with excellent telephone and interpersonal skills.</p> <p>Understanding of Quality Assurance</p> <p>Experience in MS Office, in particular word processing and excel applications with sound keyboard and typing skills.</p> <p>Knowledge of Life Saving Victoria products, programs and services.</p> <p>Ability to work within a team and to work to deadlines</p> <p>Problem solving and decision making skills</p> <p>Punctual and presentable</p> <p>Current Working With Children Check</p>
<p><u>Desirable Competencies:</u></p>	<p>Understanding of the Victorian Educational system</p> <p>Knowledge and understanding of volunteer and or sporting organisations</p> <p>Qualifications in an administrative field</p> <p>Current Victorian Drivers Licence</p>