

POSITION DESCRIPTION

ROLE :	Customer Service Coordinator – National
REPORTING :	Training Manager – SA/WA
DIRECT REPORTS:	N/A
LOCATION:	Adelaide
ROLE PURPOSE :	The Customer Service Coordinator (CSC) is primarily responsible for the compliant and supportive registration, progression and completion of students across a designated region by providing a high level of customer service and support mechanisms to ensure quality outcomes and KPI's are achieved.
WHAT DOES THE ROLE DO :	The Customer Service Co-ordinator ensures all students are provided the training and support to progress at required milestones and complete training within allocated timeframes. The CSC will work closely with HIA team members to ensure quality, compliant management of a designated but flexible student caseload. The CSC will also assist in the processing of registrations and LLN assessments.
HOW IS THE ROLE DONE :	<ul style="list-style-type: none"> • Registrations <ul style="list-style-type: none"> ○ Using HIA Learning Systems progress and complete student registrations ○ Collate and verify supporting documents required to support student registration. ○ Verify and confirm student eligibility for relevant state funding contracts. ○ Facilitate/support student LLN completion. ○ Determine suitability and eligibility by reviewing student registration, supporting documentation, LLN and LAPA Convo Notes • Planning <ul style="list-style-type: none"> ○ Create progression events to check and ensure student completion. ○ Analyse student progression to deliver a personalised progression call.

	<ul style="list-style-type: none"> ○ Organise additional support mechanisms as required. ○ Work closely with the Training Manager and broader training team to forecast and track student caseloads. • Student Management <ul style="list-style-type: none"> ○ Conduct comprehensive and productive student follow ups to ensure student progression and completion. ○ Manage a caseload of participants from orientation to completion. ○ Complete regular and compliant contact with participants as per HIA processes and work instructions. ○ Meet expected business unit KPI's. ○ Assist with Non-NRT and NRT enrolments (as required) from registration to award issuance. • Trainers <ul style="list-style-type: none"> ○ Liaise with contracted trainers/assessors as required. ○ Organise one-on-one student support sessions as required. ○ Communicate outstanding marking to Training Admin team. ○ Support the broader business unit with tutorial reviews. • Culture/Teamwork <ul style="list-style-type: none"> ○ Proactively drive a positive sales and service culture. ○ Communicate effectively with the Training Manager and broader learning team to ensure targets and service levels are maintained and KPI's are met. • Administration <ul style="list-style-type: none"> ○ Ensure accurate record keeping in VETtrak – attendance, contact, tasks, student communication, email. ○ Complete comprehensive and compliant student file checks. ○ Scan, save and store student records compliantly. ○ Set up and pack down training rooms, where
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	<ul style="list-style-type: none"> required. <ul style="list-style-type: none"> ○ Utilise HIA systems and inboxes compliantly. • Knowledge <ul style="list-style-type: none"> ○ Maintain a current understanding of industry issues, builders' registration and licensing requirements. ○ Maintain a current understanding of HIA Learning products, funding and entry requirements. • Other <ul style="list-style-type: none"> ○ Assist with other activities as and when required. ○ Assist internal regional departments when required.
ATTRIBUTES AND EXPERIENCE:	<ul style="list-style-type: none"> • High level of interpersonal and communication skills • High level of administrative skills • Well-developed organisational and time management skills • Ability to foster and develop work relationships • Self-motivated and able to work independently • Strong focus on customer service • Experience in the use of student management systems eg. VETtrak • High level of accuracy and attention to detail • Certificate IV in Training and Assessment highly desirable • Understanding of ASQA standards + RTO compliance highly desirable
INTERNAL RELATIONSHIPS	<ul style="list-style-type: none"> • Training Manager – SA/WA • GM HIA Learning • DGM HIA Learning • National Learning Team <ul style="list-style-type: none"> ○ CSC's ○ RTO Administrators ○ Regional Finance Coordinator ○ Learning and Pathway Advisors
EXTERNAL RELATIONSHIPS	<ul style="list-style-type: none"> • HIA National Learning Team HIA Members + Non-Members • Construction industry stakeholders • Licensing and funding authorities • Third Party Providers