

JOB DESCRIPTION

Education Services Division



Customer Service Representatives (CSR) (Information and Enrolments and Call Centre)

Position: Temporary, Enrolment period (June – August 2008); up to 7.5 hours per day, 37.5 hours per week between 8am-6:15pm with start, finish and break times as agreed with Team Leader or Manager

Salary: Grade 2 \$14.68 per hour

BACKGROUND INFORMATION

Christchurch Polytechnic Institute of Technology (CPIT) is the largest South Island ITP (Institute of Technology and Polytechnic). The institute has two centrally located large campuses in Christchurch and a number of smaller learning centres around Christchurch. Emphasis is on applied learning where theoretical education is combined with a hands-on approach. CPIT prides itself on the emphasis it places on excellence - such as the increasing number of teaching awards it attracts and its achievement of high levels of recognition in educational audits - and on the many diverse and dynamic partnerships it has with industry, the community and a wide range of interest groups in the city.

CPIT welcomes approximately 30,000 student enrolments each year including both full and part-time, domestic and international, professional, paraprofessional and trades focussed. Students and staff of a myriad nationalities attend throughout the year during the day, evening or weekend. Te Wānaka o Ōtautahi (CPIT) also provides a place of belonging for those wanting to engage in te ao Māori or Fale Pasifika.

Over 1,800 staff teach and support learning in vocational programmes and courses across a comprehensive range of career and subject areas at varying levels from foundation to degrees, graduate diplomas, diplomas and certificates to short term modules and courses customised for business, industry or special interest clients. A challenging and exciting education environment demanding responsiveness to the diverse needs of students, employers and our region makes CPIT a dynamic and engaging place in which to work.

INTRODUCTION

Education Services is a large diverse division which includes planning and development functions, marketing and enrolment for both domestic and international students, and library, learning and other support services. Education Services works in partnership with faculties and divisions to support CPIT's educational objectives and student success.

The Information & Enrolment and Contact Centre staff are the "frontline ambassadors" for CPIT, and must deliver the highest possible standards of customer service. Staff handle enquiries both in person and via telephone and are required to provide advice, enrolment assistance and information about all courses, programmes and services provided by the Institute, and to enrol students using CPIT's computerised student information management system - JASPER.

The CSR's role is to provide both internal and external customers with friendly and effective information and enrolment services focused on the customers' needs.

PRIMARY OBJECTIVES

- To action requests for course material and information in a timely manner
- To support the admissions process
- To provide a friendly and helpful information service
- Accurate & timely data entry
- Attention to detail
- To maintain the Student Management System (Jasper)
- Be flexible to meet the needs of CPIT

PERSONAL PROFILE

The successful applicant will need:

- An understanding of and strong commitment to the provision of excellent customer service.
- The ability to work systematically and accurately and to understand complex enrolment procedures.
- The ability to work effectively as part of a busy team including flexibility in hours of work
- Well-developed communication skills, in particular the ability to interact with people from diverse backgrounds, and with wide ranging needs and abilities.
- Awareness and sensitivity to other cultures in keeping with CPIT values and goals.
- A willingness to learn new procedures and processes.
- The ability to work under pressure and manage stressful situations.
- Proficiency in the use of computers especially keyboards skills and database packages.
- Understanding of the tertiary environment is advantageous.

RESPONSIBLE TO

- Team Leaders
- Information & Enrolment Manager
- Contact Centre Manager

GENERIC DUTIES

Dependent on position, temporary staff will assist at peak times with relevant duties as required:

- Develop and maintain working knowledge of all Enrolment procedures and apply as appropriate.
- Be conversant with and know how to access all available material (i.e. brochures and timetables) produced about Polytechnic courses and student and allied services.
- Deal professionally with all incoming enquiries
- Action Postal and On-Site enrolments.
- File enrolment cards and related documentation.
- As a team member, work in cooperation with other staff to provide a quality service to both internal & external customers.

APPLICATION DETAILS

Applications for Appointment -must be marked:

CSR

REF: DR3226

Applications should be addressed to:

Senior HR Advisor
Christchurch Polytechnic
Institute of Technology
P O Box 540
CHRISTCHURCH 8015

Email hr@cpit.ac.nz
Phone (03) 940 8623
Fax (03) 940 8616

***Applications Close
Thursday 22 May 2008***

The standard application form attached provides the Institute with a common set of information about each candidate but applicants should not limit themselves to that form. Personal applications set out in the applicant's own style including a curriculum vitae and particular references to the job description and personal profile are welcomed.