

JOB DESCRIPTION

Registry - Information and Enrolments



Customer Services Representative

Position: Full-time, 37.5 hours per week

Salary: Grade 4, \$37,576 to \$44,207

INTRODUCTION

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 25,000 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 1,500 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.

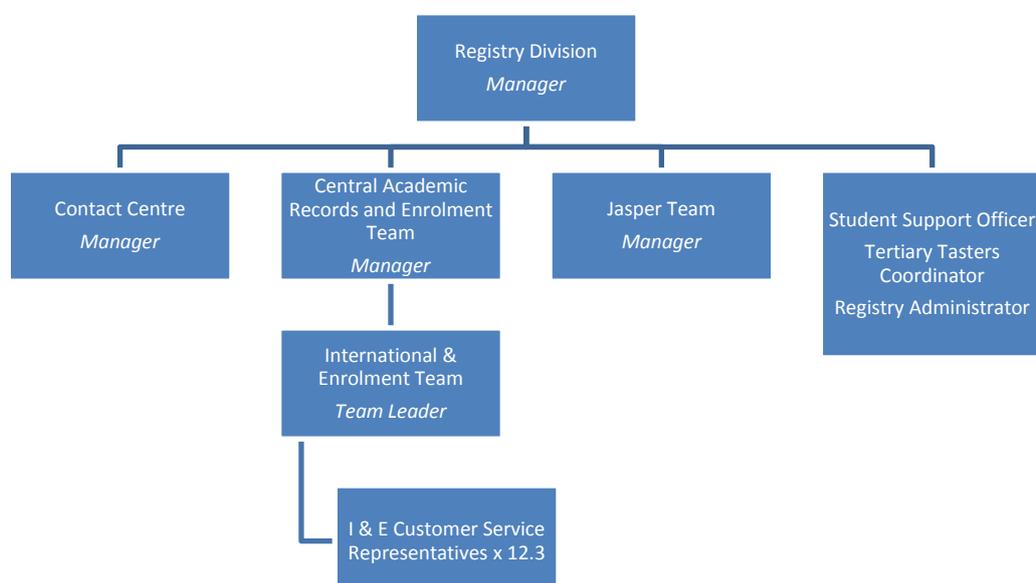
A challenging and exciting education environment demanding responsiveness to the diverse needs of students, employers and our region makes CPIT a dynamic and engaging place in which to work.

DIVISION AND TEAM INTRODUCTION

Registry forms a department within the Corporate Services division, working in partnership with faculties and divisions to support CPIT's educational objectives and student success. As the front line interface at CPIT the group is made up of more specialised units providing an information and enrolment service to our customers: students, potential students and visitors.

The Information and Enrolment (I&E) team is responsible for providing high levels of customer service to current and potential students either face to face, over the phone, or via mail or email. High customer service standards ensure that quality, timely and appropriate course advice is provided and that customers are provided with all the information they need to make the decision to study at CPIT. This involves not only imparting information but the process of enrolling students in their chosen course. The team works closely with different areas from across the organisation, in particular the CPIT Faculties with the goal of optimising the enrolment of students.

ORGANISATION STRUCTURE



PRIME FUNCTION/PURPOSE OF THE JOB

- To provide an effective and efficient information, advice and enrolment service and proactively assist students in making appropriate enrolment choices.
- To provide fast, accurate processing of all student enrolments, registrations and related administration ensuring compliance with the governing rules and regulations.
- To provide outstanding communication and a timely, polite and friendly service to all customers.

DELEGATED AUTHORITY AND RESPONSIBILITIES

Financial: Nil

Human Resources: Nil

Other: Nil

PROFESSIONAL PROFILE

ESSENTIAL	PREFERRED
<p>Education/Qualifications</p> <ul style="list-style-type: none"> • No formal tertiary qualification required 	<ul style="list-style-type: none"> • A relevant qualification OR recent relevant customer services experience
<p>Experience/Skills/Knowledge</p> <ul style="list-style-type: none"> • Excellent customer service and professional and ethical sales skills • Competence and confidence in using an appropriate range of computer systems • Speed, accuracy and attention to detail when handling complex processes • An understanding of financial documents and the ability to process accounting transactions • The ability to understand and analyse reports and to make adjustments when needed • Confident and effective written and interpersonal communication skills, with sensitivity to a rich diversity of people. 	<ul style="list-style-type: none"> • Knowledge of the tertiary sector • Contribute to the cultural diversity of the team e.g. able to speak a second language or displays an interest in learning about different cultures
<p>Personal Attributes</p> <ul style="list-style-type: none"> • The ability to work co-operatively as part of a cross-skilled team • A friendly, cheerful, energetic and pro-active disposition, with the ability and enthusiasm to handle pressure • Flexibility in order to meet the challenges of a role in a dynamic environment • The ability to listen and advise students and potential students, by providing clear, concise and accurate information to encourage further enrolments • A commitment to active and continuous improvement • The ability to work rostered hours as required • Willingness to commit to CPIT staff profile which encompasses bicultural, international, disability, and environmental awareness; and a focus on students, teaching and learning. 	

KEY FUNCTIONAL RELATIONSHIPS	
<p>Internal</p> <ul style="list-style-type: none"> ▪ Team Leaders ▪ Wider Registry team ▪ Other faculty and divisional staff 	<p>External</p> <ul style="list-style-type: none"> ▪ CPIT students and potential students

KEY AREAS OF ACCOUNTABILITY	SCOPE
<u>Information dissemination</u>	<ul style="list-style-type: none"> • Develop and maintain an in-depth working knowledge of courses, programmes and services at CPIT. • Be conversant with sources of information such as key contacts, brochures and web-based information. • Deal professionally with all incoming student enquiries through a variety of media including telephone and email. • Action requests for course material and information in a timely manner. • Communicate effectively with customers, other team-members and other CPIT staff.
<u>Customer Services</u>	<ul style="list-style-type: none"> • Represent CPIT professionally. • Develop and maintain an expert knowledge of all enrolment procedures. • Maintain a working knowledge of student financial support. • Accurately and responsively enrol students, through counter, telephone or electronic interactions. • In all duties comply with relevant legislation, regulations and CPIT policies and procedures. • Accurately and systematically fulfill administration tasks such as filing, and copying. • Establish a personal service approach where appropriate.
<u>Contribute as a member of a team</u>	<ul style="list-style-type: none"> • Operate as a team member with regard to information sharing and training. • Undertake tasks and share responsibility for a range of duties within the information and enrolments team • Provide support for promotional activities including CPIT tours, open days and public displays as required. • To work co-operatively with members of the wider division. • Contribute to Institutional planning activities as appropriate.
<u>Systems usage</u>	<ul style="list-style-type: none"> • Maintain a working knowledge of all computer packages relevant to the position. • Adopt new technologies where appropriate.

ADDITIONAL NOTES

The successful applicant is required to commit to CPIT's staff profile which encompasses foci on students, learning and teaching, innovation, flexibility and continual learning, research, biculturalism, internationalization, disability awareness, environmental awareness and sustainability, health and safety and IT literacy.

All of the information provided above is intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time, the incumbent will be required to accept and carry out other relevant duties as assigned by the Team Leader – Information & Enrolments or their delegate.

ADDITIONAL INFORMATION

1. **Staff Appraisal** - CPIT has in place a staff appraisal process in relation to job performance. All staff are required to take part in the process.
2. **Staff Training and Professional Development** - Staff are required to develop a professional development plan with their Manager.
3. **CPIT Profile** - For CPIT to develop and prosper, all staff are expected to demonstrate a range of skills, knowledge and attitudes that contribute positively to the organisation's fundamental purpose which is to provide quality learning for students. We have an integrated approach to defining, describing and developing a positive learning culture among staff and we align this approach at all levels to the mission, values, goals and strategic direction of the institution.
4. **Health and Safety** - Applicants for positions are asked to declare any relevant health related needs or issues on the Confidential Information form provided to Human Resources with your application for appointment. This information is not used for short listing but we do expect you to discuss your needs as part of the interview process or when accepting an employment offer where this is relevant. Confidentiality is assured and applicants will not be differentiated on the basis of disabilities or health requirements unless these render applicants unable to undertake the task requirements. Employees may be required to undertake a health check where baseline data is needed for specific positions e.g. a hearing test for those involved in workshops.
5. **Trial Period** - When the staff member appointed to this position in a permanent role and who is new to CPIT then a trial period of three months applies to the employment.
6. **Intellectual Property** - Intellectual property developed by Employees in the course of their employment belongs to CPIT.
7. **Employment Terms and Conditions** - Appointment is within the terms of the employment law and for the first 30 days of employment CPIT is legally required to employ staff in this position on the terms and conditions of the TIASA Collective Agreement. If the staff member joins the union the terms of that union's collective agreement apply in accordance with the legislation current at the time of joining. If the staff member does not join a union, s/he remains on an individual employment agreement based on the collective agreement and we can mutually agree to change those terms and conditions at any time.

APPLICATION DETAILS

Applications for appointment are accepted through our online application system.

Applications Close:
Wednesday 18 November 2009

The standard application form 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. CPIT reserves the right not to appoint or to appoint by invitation in the event the recruitment process is deemed to be unsuccessful.