

Position Description

Position Title:	Customer Service Officer (Travel & Events)	Position No.:	
Department:	Corporate	Grade:	2.1
Reports to:	Business Services Administrator	Salary Band:	\$45K- \$60K (+ 9% Super)
Location:	Sydney – CBD	Duration of Contract:	3 years

Position Overview

The purpose of this role is to plan, coordinate and book travel requirements for employees and visitors including flights, accommodation, car hire both locally, national and at times, internationally.

The Customer Service Officer (Travel and Events) works closely with other Customer Service Officers to ensure the administration requirements of the office are management effectively, providing support to reception during lunch breaks and at times, during events.

Organisation Overview

The Australian Curriculum, Assessment and Reporting Authority (ACARA) is a new independent statutory authority of the Australian Parliament. Its functions include:

- Developing a national K-12 curriculum, including content of the curriculum and achievement standards, for subjects specified in its Charter.
- Developing and administering national assessments, both assessments in literacy and numeracy for the full cohorts of students in Years 3, 5, 7 and 9 and a cycle of sample-based assessments (currently in science, civics and citizenship, and ICT competence).
- Collecting, managing and analysing student achievement and other data and reporting on school and system performance.
- Facilitating information sharing arrangements between Australian and State and Territory government bodies in relation to the collection, management and analysis of school data.
- Providing school curriculum resource services, educational research services and other related services.
- Providing information, resources, support and guidance to the teaching profession.

ACARA is taking over work already under way under the auspices of a range of separate bodies.

Specific Duties/Functions and Responsibilities

The position holder will:

- Plan, describe, arrange travel itinerary for staff and outside delegates including conversing with customer to determine destination, mode of transportation, travel dates, financial considerations, and accommodations required
- Book transportation and hotel reservations, using internet or travel booking systems (including hardware and software), telephone or with our travel agency provider and provide ticketing as required
- Develop constructive and cooperative working relationships with internal and external parties, maintaining them over time
- Providing information to supervisors and co-workers by telephone, in written form, e-mail, or in person
- Analysing information and evaluating results to choose the best solution and solve problems and propose new ideas to improve the event planning and implementation process as required
- Source venue and suppliers that can accommodate an event and complete a site inspection and serve as primary point of contact with vendors on event-related matters
- Invites attendees for events and arrange registration
- Represent ACARA in a reception capacity in a professional and competent manner including greeting and directing persons entering ACARA as required., and attending to any needs of visitors whilst they are waiting in reception
- Answer phone enquiries in a friendly positive manner and provide information or take messages as appropriate, ensuring messages are passed to relevant persons in a timely manner
- Comply with OHS instructions, policies and procedures and conduct work in a safe manner
- Perform ad hoc projects as requested.

Skills and Experience and Knowledge (Key Selection Criteria)

- Excellent verbal and good written communication skills, **including ability to**
 - assess audience and provide appropriately tailored and clear information and explanations to a range of groups in an effective and confident manner,
 - dealing with challenging behaviour firmly but politely and
 - an ability to work independently and within a small team
- Ability to undertake work efficiently, focusing on client satisfaction and maintaining service quality despite time constraints
- Ability to build and sustain effective relationships with customers in order to build a common understanding and address their needs
- Strong office administration skills and experience
- Demonstrate initiative and time-management skills with attention to detail

- High level problem solving, research, analytical and statistical skills, including the ability to present findings in an appropriate manner
- Experience with Microsoft Office, Excel and travel booking technology to successfully fulfil job obligations.

Dimensions of the role

Number of direct reports-	Nil
Number of direct and indirect reports-	Nil
Financial delegations-	Nil
HR Delegations-	Nil

Important Relationships

Internal:

- ACARA staff

External:

- Service providers
- Travel Agency and company
- Hotel and Conference facilities

Approved:		Date:	
Signed:			

How to apply

Applications are to be emailed to employment@acara.edu.au or by simply clicking “Apply Now” by 11.30pm **DAY DATE MONTH YEAR** and must include a CV and a covering letter addressing the key selection criteria (dot points above) of the role.

Please note all roles are in the Sydney CBD and relocation is at candidates own expense.

Please Note: ALL APPLICANTS MUST ADDRESS THE KEY SELECTION CRITERIA & specify which position they are applying for, without this information we will not be able to process your application properly.

No calls from agencies please

For more information please email employment@acara.edu.au