



Position Description – Service Connect Advisor

Position Details

Position Title:	Service Connect Advisor
College/Portfolio:	Operations Portfolio
School/Group:	Enterprise Projects and Business Performance
Campus Location:	Based at the City campus, but may be required to work and/or be based at other campuses of the University.
Classification:	HEW 6
Employment Type:	Continuing
Time Fraction:	1.0

RMIT University

RMIT University

RMIT is a multi-sector university of technology, design and enterprise. The University's mission is to help shape the world through research, innovation and engagement, and to create transformative experiences for students to prepare them for life and work. For more information on RMIT University follow the links below.

<https://www.rmit.edu.au/about>

<https://www.universitiesaustralia.edu.au/university/rmit-university/>

<https://www.rmit.edu.au/about/facts-figures>

Our three main campuses in Melbourne are located in the heart of the City, Brunswick, Bundoora and Point Cook, along with other Victorian locations. There are also two campuses in Vietnam (Hanoi and Ho Chi Minh City) and a centre in Barcelona, Spain. RMIT is a truly global university.

<https://www.rmit.edu.au/about/our-locations-and-facilities>

We are also committed to redefining our relationship in working with, and supporting, Indigenous self-determination. Our goal is to achieve lasting transformation by maturing our values, culture, policy and structures in a way that embeds reconciliation in everything we do. We are changing our ways of knowing, working and being to support sustainable reconciliation and activate a relationship between Indigenous and non-Indigenous staff, students and community. Our three campuses in Melbourne (City, Brunswick

and Bundoora campuses) are located on the unceded lands of the people of the Woi Wurrung and Boon Wurrung language groups of the eastern Kulin Nation.

Why work at RMIT University

Our people make everything at the University possible. We encourage new approaches to work and learning, stimulating change to drive positive impact. Find out more about working at RMIT University, what we stand for and why we are an Employer of Choice.

<https://www.rmit.edu.au/careers>

We want to attract those who will make a difference. View RMIT's impressive standings in university rankings.

<https://www.rmit.edu.au/about/facts-figures/reputation-and-rankings>

College/Portfolio/Group

The Operations Portfolio enables an integrated, enterprise-wide delivery for best practice student and staff experiences.

The portfolio incorporates the following business units: Data & Analytics, Finance & Governance, Information and Technology Services (ITS), Legal, Office of the Chief Operating Officer (OCCO), People Function (HR) and Property Services Group (PSG).

The portfolio houses significant drivers and delivery components across the staff and student journeys and enables the overall experience for both groups. The Portfolio is integral in bringing the RMIT strategy to life, across the globe. Each of these functions supports the global operations of the University both directly as well as through its controlled entities.

Position Summary

The Service Connect Advisor will be responsible for providing advice for their skilled resolver group.

The primary objective is to resolve all enquiries at first point of contact whilst providing a high level of customer service skills across all customer contact channels. The Advisor will anticipate the customer needs and go above and beyond where possible. The role of the Advisor will be to conduct appropriate research and/ or identify root causes and provide advice or escalate specialist advice or high-risk enquiries.

Please note: there may also be a requirement to work staggered start times depending on business requirements to cover the University core support hours.

Reporting Line

Reports to: Service Connect Team Lead

Direct reports: Nil

Organisational Accountabilities

RMIT University is committed to the health, safety and wellbeing of its staff. RMIT and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy and trade practice. RMIT also expects staff to comply with its policy and procedures, which relate to statutory requirements and our ways of working.

Appointees are accountable for completing training on these matters and ensuring their knowledge and the knowledge of their staff is up to date.

Key Accountabilities

- Provide frontline (Tier 1) support via phone, online portal, face-to-face, chat and other channels as required.

- Log, update, resolve and/or escalate incidents and service requests within the prescribed SLAs and by following internal Service Connect operating procedures.
- Take ownership of customer inquiries at the initial point of contact, demonstrating efficiency in addressing issues and optimizing customer satisfaction.
- Provide accurate and detailed advice within the skilled resolver group, utilizing knowledge and skills to address customer inquiries effectively and contribute to the overall competence of the team.
- Demonstrate exceptional customer service skills across all contact channels.
- When required, promptly escalate high-risk, specialist advice requests and/or non-standard requests, ensuring that complex issues are addressed by the appropriate resources, contributing to a swift and accurate resolution of more challenging customer inquiries.
- Proactively adopt the Service Connect methodology, processes and practices into day-to-day work as it relates to the provision of customer service (e.g. utilise the agreed request fulfilment process, customer journeys and experience mapping).
- Work collaboratively with key stakeholders to achieve smart solutions and share insights with team members to continue to provide consistent and accurate responses to our RMIT Community.
- Proactively identify, raise and contribute to service and process improvement opportunities.
- Assist in training and developing of newly onboarded staff. This involves providing guidance, sharing knowledge, and actively contributing to the learning experience.

Key Selection Criteria

1. Demonstrated customer service experience delivering professional support services specific to the skilled resolver group.
2. A strong customer centric mindset.
3. Demonstrated ability to fact find, provide advice and use logical thought process to support recommendations and advice.
4. Demonstrated ability to build and maintain partnerships and relationships in a collaborative manner with key internal clients and external stakeholders to support the University’s business objectives.
5. Proven ability to identify root cause of issue to recommend and deliver appropriate strategies and innovative solutions and solve any further complications that may be encountered.
6. Demonstrated ability in providing accurate and timely solutions and advice through multiple customer contact channels.
7. Demonstrated ability to work autonomously with minimal supervision in a fast-paced environment with the ability to prioritise multiple tasks to meet conflicting deadlines.
8. Strong problem solving, interpersonal and analytical skills, written and verbal communication across multiple mediums (i.e telephone, ticketing tools, web chat etc).
9. Demonstrated ability in the use of a range of computer applications and the ability to quickly learn new technologies.

Desirable but not essential if experienced with ServiceNow, Workday and/or ADP Payroll.

Qualifications

A relevant tertiary qualification and/or experience in the specialized area of the role in a large, complex organisation.

Note: Appointment to this position is subject to passing a Working with Children Check and other checks as required by the specific role. Maintaining a valid Working With Children Check is a condition of employment at RMIT.

Endorsed:	Signature: Name: Title: Date:	Approved:	Signature: Name: Title: Date:
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