

ROLE DESCRIPTION

Team Leader, Customer Service

	Campus: South Bank Region: Brisbane		Closing date: 4pm, 6 November 2026
	Portfolio: Business Innovation and Commercialisation		For further information, please contact: Contact name: James Griffiths Role: Manager, Customer Service Centres Email: james.griffiths@tafeqld.edu.au Or check out our <u>Applicant Information Guide</u>
	Agreement: TAFE Queensland Award – State 2016 Agreement: <i>TAFE Queensland (TAFE Services Employees) Certified Agreement 2022</i> Classification Level: AO5 Salary: \$109,705.45 - \$119,019.33 per annum, plus superannuation contributions of 12.75% of your salary		
	Status: Temporary full-time		Winner: Queensland Large Training Provider of the Year 2024
	Job ad reference: TQ2026-1067		

About TAFE Queensland

TAFE Queensland is proud to be the largest and most experienced Vocational Education and Training provider in the State, with a history of serving Queensland communities for more than 140 years.

At TAFE Queensland, we hold true to our values and keep our customers at the centre of everything we do. By living these values we continue to strengthen TAFE Queensland's reputation as a leading provider of high-quality education and training. Our people are recognised for demonstrating these values in their everyday work.

				
Safety first	Working together	Focusing on our customer	Taking responsibility	Showing initiative

Your opportunity

As the Team Leader, Customer Service, you will:

- Provide guidance, motivation and support to the Customer Service Centres staff in their role of delivering superior customer service to the organisation's customer and staff via multi-channel communications.

This position reports to the Manager, Customer Service Centres

Key responsibilities

- Contribute to the success of transformation and cultural change through promoting and modelling the established values of Safety First, Working Together, Focussing on our Customer, Taking Responsibility and Showing Initiative.
- Effectively manage a team of Customer Service Officers including the provision of performance management and coaching, training, teambuilding, conflict resolution, motivation, team briefings and skill development in the relevant organisational administrative systems (SMS, CRM etc.).
- Roster and schedule team resources efficiently to ensure that workloads can be handled in accordance with agreed Service level Agreements (SLA's), staff development opportunities are available and the employee skill level, work arrangements, availability and occupancy levels are appropriate.
- Retain responsibility for customer service fulfilment by negotiating and resolving conflict via call escalation processes and by providing follow-up and feedback to both customer and staff.
- Proactively promote the organisation's range of products and services to increase sales conversions.
- Ensure information about the organisation's activities and initiatives is accurate, timely, complete and consistent by managing the relationships between the Customer Service Centres team, faculties and business units.
- Establish, measure and evaluate progress against team goals and ensure team and individual contributions against specified key performance indicators.
- Liaise with management and staff to ensure the Customer Service Centres team goals and objectives are achieved.
- Identify trends in customer issues and attitudes through surveys, database statistics and provide advice and feedback to senior management.
- Continually review and improve Customer Service Centres team processes and information ensuring compliance with the organisations quality system related standards and participate in the development of new systems and technologies.
- Maintain a high level of knowledge on the Enrolment and Administration policies and procedures in accordance with TAFE Queensland, Brisbane regions governance framework by actively participating in appropriate networks/forums to ensure currency of information.

How you will be assessed

Within the context of the role description above, the ideal applicant will be someone who has the following key capabilities:

1. Demonstrated ability to apply statistical measures to workflows for resourcing, rostering, scheduling and performance measurement.
2. Proven ability to manage own and others time effectively through scheduling, prioritisation and delegation.
3. High level analytical and conceptual skills including ability to solve complex work-related issues and develop innovative solutions to facilitate excellence in customer service.
4. Demonstrated experience in building and sustaining productive internal and external key stakeholder relationships and working collaboratively to foster a positive and cohesive work environment.

5. High level of communication and interpersonal skills, including the ability to effectively liaise, consult and negotiate with external and internal stakeholders to achieve outstanding client service.

About you

Mandatory requirements:

- There are no mandatory requirements for this role.

Highly desirable:

- There are no desirable requirements for this role.

How to apply

To apply for this role, please provide the following:

	• a detailed resume including the contact details for two referees (one of whom is your current supervisor); and • a cover letter (maximum 2 pages) that outlines your experience, skills and abilities and responds to the 'How you will be assessed' criteria. • Applications must be submitted via TAFE Queensland's recruitment portal.
	For more information, • check out our Applicant Information Guide • or visit TAFE Queensland's website.

Additional Information

- You may be required to travel and work across the region.
- It would be highly desirable for the incumbent to possess a current driver's licence.
- A criminal history check will be initiated on the successful applicant.
- A non-smoking and vaping policy applies across TAFE Queensland campuses, in TAFE Queensland buildings, offices and motor vehicles.
- If the successful applicant has been engaged as a lobbyist, a statement of their employment is required.
- You will be required to complete a period of probation of six (6) / three (3) months.
- You will be required to complete a range of training activities within the onboarding and induction period, including systems training.