

ROLE DESCRIPTION

Customer Experience Officer, Customer Contact Centre

	Campus: Mooloolaba Region: East Coast		Closing date: 11:59 PM 16 September 2026
	Business Unit: Customer Experience Team: Customer Contact Centre		For further information, please contact: Contact name: Laura Kavanagh Role: Team Leader, Call Centre Email: Laura.Kavanagh@tafeqld.edu.au Or check out our Applicant Information Guide
	Agreement: TAFE Queensland (TAFE Services Employees) Certified Agreement 2022 Classification Level: AO3 Salary: \$80,506.32 - \$89,327.11		
	Status: Permanent full-time		Winner: Queensland Large Training Provider of the Year 2024
	Job ad reference: TQ2026-889		

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 a Customer Experience Officer for TAFE Queensland, you will:

- Contribute to effective and efficient organisational processes, activities and mechanisms.
- Undertake assigned tasks and complete activities in an organised and efficient manner, achieving high levels of customer service with internal and/or external customers, stakeholders and suppliers.

This position reports to the Team Leader, Call Centre.

Key responsibilities

- Contribute to the success of transformation and cultural change through promoting and modelling the values of Safety First, Working Together, Showing Initiative, Focusing on our Customer and Taking Responsibility.
- Assist managers through overseeing the operation of the campus activity and communicating regarding locational operational needs.
- Plan and coordinate own tasks and activity based on established priorities and reprioritising as necessary should situations change.
- Engage with and work with others in achieving results and the provision of excellent customer service.
- Provide accurate and efficient services utilising various software packages including word processing, spread sheeting and data input.
- Perform general administrative duties including records maintenance, completion of forms (such as processing orders and claims for payment), registering and distributing mail and correspondence according to established procedures.
- Provide support to staff in administrative systems, practice and procedures.
- Undertake research and development on matters relating to business functions.
- Ensure day to day activities align with business operations.
- Contribute to improvement in business processes and practices by encouraging an environment where high quality work is achieved and is supported by the development and adherence to quality systems.

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. Demonstrate ability in undertaking duties of an administrative nature including working within guidelines to provide a quality service to customers, stakeholders, other staff and suppliers.
2. Demonstrate ability in the utilisation of computerised management information systems and current office equipment.
3. Demonstrate ability to coordinate activity to achieve successful outcomes within strict deadlines.
4. Possess well-developed interpersonal and communication skills including written communication and client liaison skills.
5. Displays the initiative, attitude and ability to thrive within a dynamic, challenging and changing environment.

About you

Mandatory requirements:

There are no mandatory requirements for this role.

Highly desirable:

- Prior Call Centre/Customer Service (Administration) experience would advantageous.
- Certificate III / IV or Diploma in Business, Administration or similar or willingness to obtain qualifications is highly regarded

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.
- Travel and overnight absences from base may be required of this position.
- 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 policy applies across TAFE Queensland campuses, in TAFE Queensland buildings, offices and motor vehicles.
- If the successful candidate has been engaged as a lobbyist, a statement of their employment is required.
- You may be required to complete a period of probation of three (3) months.
- You will be required to complete a range of training activities within the onboarding and induction period, including systems training.
- The Key Responsibilities listed in this role description are broadly captured for the role and this list is not exhaustive. The incumbent may be required to undertake other activities, projects and tasks as directed by the relevant manager.