

POSITION DESCRIPTION

Position Details

Position Title:	Language Testing and Customer Service Officer
Reporting To:	Senior Operations Manager - Language Testing
Unit / Group:	Language Testing
Direct Reports:	None
Salary Classification:	Corporate Services, Level C2
Date:	October 2024

Position Summary

The Language Testing and Customer Service Officer is responsible for delivering high quality and timely client-focused service to all RMIT University Pathway's (UP) internal and external clients through a variety of means. The role is also responsible for the reliable and efficient administration of the PTE Academic and IELTS testing programs.

Customer Service

The role is responsible for responding to and accurately processing enquiries, administrative duties, enrolments and payments for RMIT UP products, such as RMIT English courses, IELTS and PTE Academic tests.

Language Testing

PTE Academic and IELTS (International English Testing System) are comprehensive tests of English language proficiency designed to assess the ability of non-native speakers of English who intend to study or train in the medium of English.

The position ensures that daily PTE Academic test administration and IELTS pre and post-test administration and reporting procedures (as set out by Pearson VUE, Cambridge ESOL, IELTS Australia and RMIT UP) are carried out accurately and comprehensively.

The role is also responsible for performing frontline reception activities and attendance after hours for marketing events is required from time to time.

Position Responsibilities and Accountabilities

Customer Service

- Deliver comprehensive and high-quality responses to all forms of internal and external client contact.
- Provide accurate and timely responses to and communication with prospective, current and past students and test candidates.
- Maintain a comprehensive knowledge of products, current marketing campaigns, website, databases and systems, processes, policies and any other relevant governance requirements.
- Utilise opportunities for promoting courses, cross-selling and upselling to maximise sales.



- Provide professional and quality reception support, including performing activities such as greeting visitors, mail processing, organising couriers, administering stationery and supplies orders, maintaining a tidy and professional reception area.
- Assist with student intake and orientation activities as required.

Administration

- Ensure accurate data collection and data entry to support enquiry, enrolment and marketing activities.
- Ensure timely administration and accurate processing of course enrolments, payments, refunds and results.
- Create and maintain process and procedure documentation.
- Carry out IELTS pre and post-test activities.
- Carry out daily test administration and proctoring of the PTE Academic test as needed.
- Ensure timely administration and accurate processing of pre and post IELTS test day administration.
- Assist with the preparation of monthly statistical reports, invoice reconciliation and test report administration.
- Provide support for Professional Support Network (PSN) monitoring and Examiner Certification / Re-certification, and IDP investigation of candidates.
- Assist with the archiving and retrieval of post-test materials as coordinated with Cambridge UK and other relevant parties.
- Complete general administrative and record keeping tasks for the IELTS Test process.

Compliance

- Ensure strict compliance with all policies, procedures and operations manuals as set out by Pearson VUE, Cambridge ESOL, IELTS Australia and RMIT UP.
- Ensure the security of test materials and that any security breaches are documented, and the Language Testing and Customer Service Manager is notified.
- Ensure the confidentiality of personal information and security of test and program materials is maintained at all times.

Team Business Objectives

- Contribute to the achievement of KPIs including service levels and income targets.
- Contribute to team activities identified in the business plan as required.
- Develop and maintain positive and cooperative internal and external client relations.
- Train and mentor colleagues as required.
- Participate in cross functional team activities as required.
- Provide backup support to cover both planned and unplanned leave across the Language Testing and Customer Service Team.

Organisational Responsibilities and Accountabilities

- Act at all times in accordance with the RMIT Code of Conduct
- Work in accordance with RMIT UP's policies and procedures including following safe work practices for self and others
- Proactively work towards achieving individual and team goals, whilst demonstrating RMIT UP's values and behaviours
- Actively engage in and embrace professional development opportunities
- Undertake any reasonable tasks as directed
- RMIT is committed to providing a safe environment for children and young people in our community. Read about our commitment and child safe practices.

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

Qualifications, Knowledge, Skills & Attributes

Essential

- Proven success in customer service roles within professional services or commercial environments and previous experience of delivering a highly client-focused service
- Strong interpersonal skills, including the ability to liaise with both internal and external clients from a variety of cultural backgrounds and organisational levels and the ability to be professional, courteous, discreet and diplomatic at all times
- Excellent written and verbal (including telephone and in person) communication skills
- Proficiency in MS Office and use of databases, internet related computer applications, payment gateways (including EFTPOS) and data entry
- Demonstrated effective and efficient administration, problem solving and numerical skills, including high attention to detail
- Demonstrated initiative with a flexible, can-do attitude
- Proven ability to work as part of a team in the achievement of business objectives
- Willingness to learn and keep skills and product knowledge up-to-date
- Demonstrated ability to prioritise work and complete tasks within agreed timeframes
- Proven ability to manage issues of security and quality assurance
- Working with Children Clearance

Desirable

- Experience in and/or understanding of the issues involved in communicating with people whose first language is not English
- Knowledge of and/or experience with IELTS and/or PTE Academic Test

Working at RMIT UP

RMIT UP is a company owned by RMIT University. We provide a range of education solutions to students, academics and professionals located in Melbourne and overseas.

Our vision is to be a successful provider of education solutions supporting the lifelong development goals of clients worldwide.

Our Values - Passion | Impact | Inclusion | Integrity | Courage | Imagination

Acceptance of Position Description

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood and accept the responsibilities and accountabilities as outlined in this position description.

Incumbent signature: _____

Date: _____