



Library and studentHQ Administrator

- Library and studentHQ
- HEW 4 \$63,173 – \$66,856 + 17% super
- Full time, fixed term contract until May 2020, Hawthorn location

Bring your customer service expertise and come join us in Library & studentHQ to a globally ranked university.

Pursuant to a Special Measure under Section 12 (1) of the Equal Opportunity Act 2010 (Vic), we will therefore only consider applications from suitably qualified Aboriginal and/or Torres Strait Islander candidates for this position.

Swinburne is a place where your work can impact the national economy and wellbeing of our society. We promote diversity, support career development, provide flexibility and offer competitive salary packages.

About the job

Reporting to the Library & studentHQ Team Leader you will be responsible for handling day-to-day general student and library enquiries either face-to-face, or via phone and email within the Library and studentHQ Customer Service Centre of Excellence. The Library & studentHQ team is the single service point for all students and the general public and handles a wide range of library and student enquiries

and looks after general library and student services. A dedication to providing outstanding customer service and attention to detail are both critical to this role.

The Library & studentHQ Administrator is expected to handle a variety of student and library enquiries in the broad field of customer service, cashiering (student related fees and payments and library payments), student lifecycle assistance (e.g. enrolment and timetabling assistance, results, ID cards) and library services assistance (e.g. lending and equipment booking enquiries.) for students studying both on campus and online. They will also perform general administrative tasks and will be required to work flexibly across all Library & studentHQ team activities including working on other campuses to ensure a student centric approach to providing customer service.

About you

- Completion of an associated diploma level qualification with relevant work-related experience or a certificate level qualification with post-certificate relevant work experience; or an equivalent combination of relevant experience and/or education/training.
- Demonstrated commitment to providing outstanding customer service.
- Demonstrated high level interpersonal skills, including the ability to liaise effectively with a wide range of internal and external people, and maintain confidentiality.
- A full list of the selection criteria is available within the position description

Benefits

Some of our excellent benefits include:

- Participate in regular staff and management development programs
- paid parental leave for primary caregivers and secondary caregiver
- Onsite health services
- Discounted annual Myki cards are available to Swinburne staff.

Further information and how to apply

At Swinburne, we celebrate our diverse culture and the strength this brings to our workforce. We are committed to our Indigenous Employment Strategy and are therefore seeking to increase the representation of Aboriginal and/or Torres Strait Islander peoples within the University, where traditionally they have been under-represented. Specifically, Student Admin and Library Services would like to grow the Indigenous workforce to further enhance the capability within these disciplines.

To find out more about our Indigenous Employment Strategy please visit:

<http://www.swinburne.edu.au/about/our-university/indigenous-matters/reconciliation-action-plan/>

To view the position description or to start an application click on 'apply' at the bottom of this page and submit a resume and cover letter.

For further information about the position, please contact Helen Kelly, Library and studentHQ Coordinator on helenkelly@swin.edu.au

If you are experiencing technical difficulties with your application, please contact the Recruitment team on staffrecruitment@swin.edu.au

Should you require further support for an interview due to special needs or consideration, please contact our Diversity Consultant, Dr. Walter Robles, on inclusion@swin.edu.au. For support or queries related to Aboriginal and Torres Strait Islander employment, please contact DeadlyCareers@swin.edu.au.

Applications close at 5pm Monday 17th June 2019

apply