



Customer Service Officer - Training Services

The purpose of this role is to contribute to the overall learning experience that our clients have throughout their Royal Life Saving Training Course. The role is responsible for providing high level customer service, following policies and procedures to help troubleshoot learner concerns, record and store information, and ultimately assist learners in completing and accessing their qualifications.

Work Location	Castle Hill, NSW
Reports To:	Training Services Manager
Direct Reports	Nil
Department	Training Services

Selection Criteria

About You	<ul style="list-style-type: none">• You may possess experience within the Customer Service sector, or have the willingness and eagerness to learn.• You have a passion for the client experience and take pride in the way that you convey and present information.• You enjoy contributing to a team environment but can work independently with confidence.• You can demonstrate patience and empathy when resolving customer service queries.
Essential Criteria	<ul style="list-style-type: none">• Strong Verbal and Written Communication Skills• Well-presented, punctual, and polite• Strong skills and experience in using suite of Microsoft Products• A resilience to work in a fast-paced working environment
Desirable Criteria	<ul style="list-style-type: none">• Experience within a prior customer service role, or the proven ability to deliver high quality customer service.• Experience within, or extensive knowledge of the Aquatics Industry• Experience within the Vocational Education and Training industry

Key Roles and Responsibilities

<p>Customer Service</p>	<ul style="list-style-type: none"> • Applying a competent understanding of Royal Life Saving’s Vocational Training products, and the industries they impact. • Fielding phone calls and email enquiries related to future, current and past learner enrolments. • Demonstrating a high level of customer service when communicating with clients in writing and over the phone. • Following organisational policies and procedures in resolving customer enquiries, professionally, and in a timely manner. • Escalating or directing enquiries to relevant members of staff when required.
<p>Troubleshooting and Support throughout the Online Learning Experience</p>	<ul style="list-style-type: none"> • Demonstrating a competent understanding of Learning Management and Training Management systems to understand the learner experience. • Confidently troubleshooting learner issues within these systems. • Escalating and flagging system issues with relevant staff members. • Actively contributing to the continuous improvement of support resources and workflows to increase efficiencies and improve the overall learner experience.
<p>General</p>	<ul style="list-style-type: none"> • Following organisational and industry policies and procedures surrounding the collection and storage of data. • Actively contributing to the Training Services team to provide a professional service and a high quality learner experience.