POSITION DESCRIPTION

Position title: College Services and Customer Support
Department: Eva Burrows College (EBC), Ringwood campus
Classification: Education Services Post-Secondary Level 3
Status: Maximum term 12 months, Full Time
Direct reports: Nil
Reports to: Operations Manager
Date approved: June 2026

PRIMARY PURPOSE OF THE JOB

To create a positive first impression and provide consistent, responsive service to all customers, supported by effective delivery of college services to current and prospective students and comprehensive administrative and campus support across all EBC streams.

ABOUT THE SALVATION ARMY AUSTRALIA

The Salvation Army Australia Mission Statement: The Salvation Army is a Christian movement dedicated to sharing the love of Jesus.

We share the love of Jesus by:

- Caring for people
- Building healthy communities
- Creating faith pathways
- Working for justice

The Salvation Army Australia Values Statement: Recognising that God is already at work in the world, we value: Integrity, Compassion, Respect, Diversity and Collaboration.

We commit ourselves in prayer and practice to this land of Australia and its' people, seeking reconciliation, unity and equity.

TSA is a child safe organisation and is committed to protecting children and young people from harm.

ROLE RESPONSIBILITIES

CUSTOMER SERVICE

- Manage front-of-house and reception, greeting visitors and providing a professional first point of contact for customers and stakeholders.
- Deliver high-quality customer service to internal and external customers in accordance with established procedures and service standards.
- Monitor, triage and respond to enquiries from internal and external customers — including Salvation Army personnel, conference, event and accommodation users, current and prospective students, library users, , stakeholders and the public — via phone, face-to-face, email and online platforms, ensuring friendly, timely and professional service and escalating complex matters as required.

COLLEGE SERVICES AND STUDENT SUPPORT

- Provide college services support to current and prospective students, ensuring timely, accurate and customer centred assistance across the full student lifecycle.
- Respond to student enquiries by delivering clear information and guidance on applications, admissions, enrolments, units and courses, policies and procedures, online learning content and platforms, system access, library services, fees, accommodation, RPL/credit transfer, teaching periods and graduations.
- Maintain student records and data in CRM and Student Management Systems (SMS/SIS) in line with documented procedures and data integrity requirements.
- Support learning content processes by assisting with the maintenance, updates and backup of learning materials, as directed.
- Assist with LMS support by helping students and teaching personnel with navigation and basic troubleshooting, referring technical or policy related matters to the appropriate personnel.
- Undertake structured outbound campaigns to support and encourage prospective students to progress through the enquiry-to-enrolment journey, following approved processes.
- Participate in student and alumni engagement activities to enhance retention, success and reengagement.
- Collaborate with EBC personnel in relation to student services, marketing, compliance and general student administration, following established workflows to foster a positive student experience and support retention.

ADMINISTRATION AND CAMPUS, EVENT, CONFERENCE AND ACCOMMODATION SUPPORT

- Provide general administrative support across all EBC streams, ensuring tasks are completed accurately and in line with organisational procedures to support the effective operation of the College.
- Maintain documents and records to ensure information is accurate, up to date and accessible in accordance with organisational procedures.
- Undertake office support tasks including monitoring and ordering office supplies and processing incoming and outgoing mail.
- Provide campus, event, conference and accommodation support including assisting with bookings, preparation and hosting; supporting customers with event and meeting spaces including IT/AV equipment; issuing security passes, keys and fobs; monitoring the security system; and maintaining campus TV screens and notice boards.

OTHER DUTIES

- Undertake other duties within the scope of the role as requested.

QUALIFICATIONS AND EXPERIENCE

- Relevant Business qualification such as Certificate IV or Diploma in Business Administration (desired) and/or significant demonstrated equivalent relevant experience, knowledge and skills.
- Experience in customer service, preferably in the education sector in student services/student recruitment
- Experience with LMS (e.g., Moodle), CRM systems, SMS/SIS, learning content editing, or an interest in developing skills in these areas.
- Familiarity with IT and audio/visual equipment
- Experience collaborating across teams and managing multiple priorities

CAPABILITIES

Act Ethically and with Integrity

- Supports a culture of integrity and professionalism
- Represents the organisation in an honest, ethical and professional way
- Helps others to understand their obligations to reflect expected standards of behaviour and codes of conduct

Influence Others

- Utilises facts, knowledge and experience to support recommendations
- Respectfully provides own point of view and works to understand the perspectives of others
- Identifies others' concerns and expectations
- Works towards solution-focussed and mutually satisfactory outcomes
- Responds constructively to conflict and disagreements with appropriate levels of compassion and empathy

Develop Capability

- Maintains awareness of own and colleagues' skills, strengths and gaps
- Contributes to identifying team training and development needs
- Seeks opportunities for ongoing development
- Contribute to developing team capability and recognising potential in people

Focus on the People We Serve

- Is mindful of the impact of own role on those TSA serves in the community
- Provides service appropriately and responsively to the needs of people
- Recognises the need for referral and takes appropriate action
- Confirms satisfaction with services and addresses or escalates complaints

Apply Business Understanding

- Works with a good understanding of business practices
- Understands the contributions of operational actions to TSA's performance as an organisation
- Shares knowledge about and encourages others to keep up to date with the organisation’s rules, structures, networks, systems and environment

REQUIREMENTS OF THE ROLE

- A national police record check is required
- Compulsory Code of Conduct, WHS and Bullying and Harassment training modules are completed and up to date.