

ACECQA Position Description

Position Title	Customer Relations Officer	Reports to	Manager, Business Communications
Group	Strategy, Communications and Consistency	Team	Communications and Engagement
Classification	ACECQA Band 2/3	Direct reports	N/A
Hours / FTE	Full time / Part Time	PD ID No	P00016

Purpose of the role

The Customer Relations Officer strives for customer satisfaction by responding to customer needs and concerns and providing accurate and timely information to both email and telephone enquiries on the National Quality Framework (NQF).

About the Strategy, Communications and Consistency Group

The Strategy, Communications and Consistency (SCC) Group leads ACECQA's national policy, research, audit, communication, stakeholder engagement and qualification regulatory activities.

The Group promotes the benefits and performance of the National Quality Framework (NQF) to the education sector, families and the broader community and provides advice to all Australian Governments and the sector on the progress of the NQF and the opportunities to improve the consistent delivery and operation of the national system to ensure it is providing quality outcomes for children.

The SCC Group comprises three teams with the following major functions:

- Developing and implementing engagement and communication strategies to inform stakeholders, the community and families about the benefits of early childhood education and care, and the role that the NQF plays in providing positive outcomes for children.
- Undertaking research, audit, analysis and policy advisory activities which contribute to ACECQA leading and reporting on the implementation of the NQF including that positive outcomes are being delivered for children.
- Working with governments and the sector to provide strategic advice and support in the effective and consistent implementation of the NQF, including legislative interpretation and the provision of guidance materials to regulatory authorities and the sector to ensure the consistent interpretation and delivery of the NQF.
- Approving the content of educator qualification courses being offered by institutions, and determining the equivalence of individuals' qualifications who may want to work in the sector, particularly those from overseas.

About the Communications and Engagement Team

The Communications and Engagement (C&E) Team is responsible for developing and implementing communication strategies aimed at informing and educating the sector, community and families about the benefits of early childhood education and care and the role that the NQF plays in providing positive outcomes for children.

The Team also leads all of ACECQA's internal communication activities.

Key Duties

- Through email and telephone enquiries, focus on the customer as the key point of all activity and deliver responses to the agreed quality standards of the ACECQA Customer Service Charter
- Actively listen and ask questions to understand customer enquiries, expectations and priorities
- Convey information in a clear and accurate manner using plain English in written and verbal communication
- Accomplish tasks by selecting effective approaches to problem solving
- Proactively manage time to deliver effective work in a highly effective and professional manner
- Build an understanding of the internal and external relationships to support an environment of knowledge sharing
- Contribute to the review and ongoing development of internal knowledge systems and tools
- Proactively use and develop experience and knowledge of the education and care sector
- Contribute to the development of solutions to meet the information needs of stakeholders
- Other duties as required.

Selection Criteria

1. Demonstrated ability to take responsibility for delivering a high quality of customer focused services over the phone and via email.
2. Well-developed written and verbal communication skills.
3. Well-developed analytical, problem solving and research skills with the ability to apply these skills to complex customer issues.
4. Demonstrated ability to support productive working relationships within a team and the wider business groups.

Highly desirable skills, knowledge and experience:

1. Experience working in early education and care sector and/or relevant qualifications