Position Description – City Campus Services Officer

Updated 30 September 2025 **POSITION DETAILS**	
College/Portfolio	**Deputy Vice-Chancellor (Students)**
Organisational Unit	**Division of Student Experience and Management**
Supervisor (Title)	**Senior Manager, City Campus Services**
Classification	**Higher Education Officer Level 5**
Employment Type	**Continuing, full-time**

POSITION SUMMARY

Working under general direction, the City Campus Services Officer provides a customer-focused front-line support service to students, staff and a wide range of stakeholders. Based at the Flinders City Campus at Festival Plaza, this is a key role within the City Campus Services team with the aim to positively impact the customer experience and contribute to a vibrant, engaging and activated campus.

The role is responsible for providing customer face-to-face support in the City Campus, phone support via 1300 FLINDERS, and online support through the Ask Flinders enquiry portal. As a first point-of-call for an extensive range of stakeholder enquiries, the City Campus Services Officer will combine exceptional solution-focused customer service with a broad knowledge relating to Flinders University and the City Campus. The position combines the provision of transactional services (including financial transactions), interpretation and application of University policies and procedures, and referral of enquiries to more specialist services, with support for campus operations as required.

Working closely with portfolio and College based student administration and experience staff, the position is integral to shaping the customer experience. The position works in a team which has a focus on continually improving the customer experience through identifying areas for improvement and advocating for the student experience with other areas of the University.

The incumbent will be required to work within the City Campus hours of operation, these being 8am to 8pm. Hours of work may be undertaken on a rostered arrangement.

UNIVERSITY EXPECTATIONS AND VALUES

All staff at Flinders are responsible for understanding their obligations and responsibilities as set out in the University's code of conduct and are expected to:

- demonstrate commitment to the University's values of Integrity, Courage, Innovation, Excellence, and the underlying ethos of being Student Centred;
- contribute to the efficient and effective functioning of the team or work unit to meet the University's objectives. This includes demonstrating appropriate and professional workplace behaviours, providing assistance to team members, if required, and undertaking other key responsibilities or activities as directed by one's supervisor;
- promote and support an inclusive workplace culture which values diversity and embraces the principles of equal opportunity;
- perform their responsibilities in a manner which reflects and responds to continuous improvement; and
- familiarise themselves and comply with the University's *Work Health and Safety, Injury Management and Equal Opportunity* policies.

A Nationally Coordinated Criminal History Check which is satisfactory to the University will be required by Flinders University before the successful applicant can commence in this position. If you have any queries in this regard please raise them with the named contact person in this Position Description in the first instance.

KEY POSITION RESPONSIBILITIES

The City Campus Services Officer is accountable for:

1. Delivering high quality front-line customer service to a wide variety of stakeholders including future students, current students, staff, industry and external visitors across a wide variety of enquiries via all enquiry channels, ensuring timely and effective resolution of enquiries as the primary focus of all activities.
2. Interpreting and advising future students on a wide range of course offerings, entry requirements, fees and admission processes and highlight Flinders University City Campus as a destination of choice.
3. Interpreting and advising students on a wide range of student administration services policies and procedures, including but not limited to enrolment, class registration, fees, examinations, graduations, and leave of absence.
4. Delivering transactional services to staff and students such as the creation of student ID cards and the acceptance of EFTPOS payments.
5. Connecting students with the right people and processes across the University to efficiently resolve enquiries through a warm referral process.
6. Interpret and document student enquiries in the Flinders CRM in order to refer enquiries to specialist teams.
7. Maintaining a high level of confidentiality in all interactions with students, colleagues and the general public.
8. Maintaining positive, collaborative relationships with a wide variety of other student service providers throughout the University.
9. Creating and updating of documentation for new and established procedures within City Campus in order to drive consistency, efficiency and accountability in all facets of front-line student support.
10. Creating student-facing correspondence that complies with University policies and procedures.
11. Supporting effective operation of City Campus with day-to-day service delivery requirements including room bookings and escalating facilities issues to the appropriate University areas.
12. Any other responsibilities in line with the level of the position as assigned by the Supervisor and/or the University.

KEY POSITION CAPABILITIES

- Completion of a degree or equivalent combination of relevant experience and/or education/training.
- Experience in a high-volume, fast paced, demanding front-line customer service environment where a positive, engaged and solution-focused approach are required.
- High level of customer service skills, including written and verbal interpersonal skills and the ability to develop, maintain and enhance relationships with students, staff and other stakeholders, successfully manage difficult customer interactions and prepare reports and correspondence.
- Ability to contribute to a positive team culture and to develop and foster networks with staff across the University.
- Effective to well-developed organisational, time and workload management skills, including ability to prioritise workload to meet strict deadlines.
- Demonstrated commitment to continuous improvement including the ability to implement initiatives to enhance business systems, processes and procedures to improve the customer experience.
- Ability to carry out tasks maintaining high levels of integrity, confidentiality and sensitivity.
- Experience in the use of student administration and Customer Relationship Management (CRM) systems, in particular Microsoft Dynamics, along with service queue management experience.