



JOB AND PERSON SPECIFICATION

Title of position:	Customer Support Officer
Department:	Marketing
Reports to:	Chief Marketing Officer
Created:	November 2022
Last Updated:	November 2022

JOB SPECIFICATION

1. Preamble

Tabor is a multidenominational College which upholds Christian orthodoxy as expressed in the Nicene Creed. We value and respect the vitality of Pentecostal and Charismatic expressions of faith, the biblical focus of Evangelical Christians and the distilled learning of the wider Church. Our community life is shaped by the following theological emphases:

- (a) Christ-centred: Jesus Christ is the centre of our faith. His life and teaching, death, resurrection and ascension declare him to be Lord and Saviour and most fully reveal to us the nature and purpose of God.
- (b) Spirit empowered: We look to the empowering presence of God the Holy Spirit to renew, direct and shape our individual lives and the corporate life of the Tabor learning community.
- (c) Trinitarian community: The Christian experience of God as Father, Son and Holy Spirit enriches our community with the self-giving love of the Triune God.
- (d) Biblically based: We look to the Bible as the inspired word of God, true and reliable in all that it affirms and authoritative for matters of Christian faith, life and ministry.
- (e) Respect and care for the individual: We affirm that every individual is created in the image of God and therefore has a God-given worth and dignity which demand our respect and care.
- (f) Worship as foundational: We affirm corporate worship as a joy and a service we owe to ourselves and each other as we seek to uphold and nurture the shared faith that underpins our learning community.
- (g) The priority of God's mission: The love of Christ compels us to be active in both evangelism and social concern; together, these express the power of the gospel to overcome evil with grace.
- (h) The reality of hope: The resurrection of Jesus, the gift of the Spirit, and the community of the Church collectively fill us with the hope of a renewed Creation and an unhindered relationship with God. We live in faith and love now because we are a people of hope.

Tabor is a learning community that values:

- (a) Partnership in learning: students, academics, support staff, Boards, Committees, community organisations and professional bodies are viewed partners in the enterprise of vocational and higher education.
- (b) Authentic community: students and staff feel part of a community that is enriching and supportive academically, spiritually and personally.
- (c) Excellence in both academic and vocational education.
- (d) Excellence in scholarship and research.
- (e) Continuous improvement in teaching and learning.
- (f) Freedom of academic inquiry and expression.
- (g) Learning and research that transforms – personally, professionally and through its contribution to civil and global society.
- (h) Equity, social justice and service to the local and global communities – including access to courses by those who are disadvantaged or disabled.
- (i) Exemplary individual and corporate citizenship
- (j) Environmentally responsible practices.

The Customer Support Officer will be expected to embrace the values of Tabor and to develop his/her role as an outworking of the relevant aspects of the Tabor's Strategic Plan.

Staff must abide by the workplace health and safety policies of Tabor

2. Summary of the broad purpose of the position, in relation to Tabor's goals

(Expected outcome and how achieved)

The Customer Support Officer contributes to the effective operation of the Marketing Department through administration in relation to future and past students, CRM (Client Relationship Management) database maintenance, and Volunteer support and external schools engagement and coordination.

3. Reporting/working relationships (to whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation)

- Reports to the Chief Marketing Manager
- Works in collaboration with the Marketing team
- Supports the scheduling and coordination of school's engagement with the Stakeholder Engagement Officer and volunteers
- Relationship building with Tabor Alumni
- Stakeholder engagement including visitors to Tabor
- Working in collaboration with all Tabor staff and students

4. Conditions

- The position is 1.0FTE and based at the Millswood Campus of Tabor.
- Networking and marketing opportunities may require on-campus day (Saturday) and evening work from time to time.
- Working hours, pay, superannuation and leave provisions are in accordance with Tabor Enterprise Agreement 2019 and Staff Policies and Procedures.
- The Customer Support Officer is required to be familiar with and to comply with all relevant Tabor policies/procedures/codes, as amended and updated from time to time.
- All relevant policies can be accessed on Tabor's IT network and are available in hard copy on request.
- The position is subject to performance reviews based on the outcomes listed in this position description in Sections 2 and 5, and according to Tabor's Policy on Performance Management.

5. Key result areas and responsibility

- Schools Engagement
 - Supporting the scheduling and coordination of events
 - Coordination and support of volunteers in conjunction with the Stakeholder and Engagement Officer
- Alumni
 - Updating existing Alumni list
 - Building relationships as first point of contact for Alumni
 - Communication with Alumni through Mail Chimp.
- Networking support
 - Setting up meetings with stakeholders for CMO and other marketing team members
 - Researching and preparing briefs on stakeholders in preparation of visits
 - Cold calling to prospective stakeholders to invite to events or make first contact
 - Support during marketing functions and events
- CRM
 - Ensuring that all new enquiries sent to Tabor email addresses or phone calls are recorded in HubSpot
 - Working with the Student Recruitment Officer to ensure that tasks are created for follow up and that follow ups/tasks are done
 - In time taking over the role as first point of contact for new enquiries and monitoring of follow ups/tasks from the Student Recruitment Officer
- General Marketing Support and Welcoming of Visitors

- Supporting the marketing team in its many tasks including but not restricted to event support, social media support, preparation for events, research and creation of new stakeholder lists.
- Communication with visitors to Tabor through Telephone support and reception availability

PERSON SPECIFICATION

Essential Minimum Requirements (Those characteristics considered absolutely necessary)

Educational/Vocational Qualifications

- Proven record in sales or customer relations
- Proven record in administration with accompanying computer skills

Personal Abilities/Aptitudes/Skills (related to the job description and expressed in a way which allows objective assessment)

- Commitment to the Christian faith and the ethos of Tabor, and ability to integrate the Christian faith into his/her teaching and day-to-day responsibilities
- Warm, vibrant and welcoming personality
- The desire to learn new things
- Effective and engaging interpersonal communication skills
- Capacity to create and maintain an atmosphere of welcome and hospitality
- A “can do” attitude with a strong work ethic. The ability to do a variety of tasks effectively
- Proven ability in the Microsoft suite of products
- Attention to detail and accuracy of data input
- Proven ability to connect and encourage sales
- An understanding of LinkedIn, Facebook, Twitter and other Social Media platforms

Experience

- Proven administrative and information technology skills and ability to operate effectively within an on-line environment.
- Demonstrated effective interpersonal and professional relationship-building skills

Knowledge

- A sound knowledge of business communication practices
- A sound knowledge of Excel or Smartsheet data
- Knowledge of CRM systems and their operation

Desirable Characteristics (to distinguish between applicants who have met all essential requirements)

Educational/Vocational Qualifications (considered to be useful in carrying out the responsibilities of the position)

- A recognised qualification in marketing and communications or sales

Personal Abilities/Aptitudes/Skills (related to the job description and expressed in a way which allows objective assessment)

Experience

- Extensive CRM administration experience
- Data analysis ability

Knowledge (will be needed for the role but can be developed on the job if necessary)

- Knowledge of Student Recruitment
- Knowledge of CRM systems
- Extensive knowledge of Excel

SIGNATURES OF PARTIES

Date position description agreed with appointee/occupant: _____ Date: _____

Name of Appointee/Occupant: _____

Signature: _____ Date: _____

Name of Supervisor/Line Manager: Chief Marketing Officer

Signature: _____ Date: _____

Date final position description authorised by Tabor: _____ Date: _____

Name of executive staff member authorising this position description: (Senior Executive or his/her delegate)

Signature: _____ Date: _____

Position of person authorising this position description: (Senior Executive or his/her delegate) Finance and HR Manager