

POSITION DESCRIPTION

POSITION TITLE:	Candidate Services Representative (CSR)
LOCATION:	Canberra, Australia
DEPARTMENT:	Candidate Services
REPORTING TO:	Candidate Services Manager
KEY RELATIONSHIPS:	<p><u>Internal:</u></p> <ul style="list-style-type: none"> ○ All Aspeq staff ○ Project Managers <p><u>External:</u></p> <ul style="list-style-type: none"> ○ Customers ○ Candidates ○ Invigilators ○ Supporting agencies ○ Regulatory bodies
KEY PURPOSE:	<p>Candidate Services are a core part of the business, and this role is to provide the services that meet candidate and internal needs effectively and safely.</p> <p><u>Specifically:</u></p> <ul style="list-style-type: none"> ○ To provide the day-to-day support to the various customer groups and support staff. ○ To carry out exam invigilator duties as may be required. ○ To participate in projects and other related activities across the business.
NATURE & SCOPE:	<p>A privately owned NZ company, Aspeq delivers over 100,000 exams each year in 25 countries and employs 55 permanent and 200+ part time people in NZ, and Australia.. Aspeq delivers exams through a network of centres across Australasia and operates two customer service help centres in Lower Hutt, NZ and Canberra, Australia.</p> <p><u>The CSR will:</u></p> <ul style="list-style-type: none"> ○ Provide support and liaison to the various customer groups. ○ Work collaboratively as part of the Candidate Services team including outside normal business hours as may be required from time to time. ○ Maintain effective customer relations across the customer groups and which may require occasional national travel.

	<ul style="list-style-type: none"> o Assist with project development and implementation to ensure customers receive quality services. <p>The role will be required to work Monday to Friday, but they must take a flexible approach to working hours in line with the global nature of Aspeq.</p>
<p>KEY ATTRIBUTES/ COMPETENCIES/ QUALIFICATIONS:</p>	<p><u>Teamwork and Communication</u> Able to communicate effectively to various audiences using both verbal and written channels. Contributes effectively to the customer services team to ensure service levels meet or exceed customer expectations. This will require being available on-call as part of a team roster that extends outside normal business hours.</p> <p>The CSR is required to be an effective team-member, able to collaborate across the business and other functional areas to generate enthusiasm and momentum while delivering premium services.</p> <p><u>Understands Quality and Excellence in the Workplace</u> Has a high level of attention to detail and a grasp on the concept of continual improvement in the workplace. Able to prioritise tasks and work to strict timeframes to meet business outputs. Contributes to the maintenance of documented processes and procedures. Develops exam venue “auditor” knowledge and skills and assists with training to new staff.</p> <p><u>Technology resourceful</u> Is confident and able with using technology and maximising this to meet the business needs. Not afraid to seek advice where necessary – constantly seeks to learn more.</p> <p><u>Customer focused</u> Builds effective customer relations at all levels. Ensure the privacy and security of the company’s data in-line with internal and external requirements, standards and laws.</p> <p>High standard of personal integrity, and an appreciation of risks and commitment to security and confidentiality of IP (Internet Protocol), PII (Personal Identifiable Information) and sensitive data.</p>
<p>REQUIREMENTS:</p>	<p>The ideal person will have the following attributes:</p> <ul style="list-style-type: none"> o Experience in customer service is preferred. o Familiarity with quality systems (ISO 9001 would be advantageous). o Full (unrestricted) drivers' licence. <p>Must be eligible to work in Australia, and agree to a Australian Federal Police background check, and UK Security check and the possibility of a credit check.</p>

KEY RESPONSIBILITIES	ACTIONS / OUTCOMES
1.0 Customer Support	1.1 Provides timely and accurate support/advice to customer requests and enquiries. 1.2 Demonstrates collaboration with peers, customers and external stakeholders to achieve quality outcomes. 1.3 Document and report complaints.
2.0 Quality Assurance	2.1 Comply with company's policies and procedures. 2.2 Actively assists with the Company maintaining its ISO 9001 and ISO 27001 credentials.
3.0 Technology savvy	3.1 Achieves proficiency in the use of the company's technology resources. 3.2 Carry out first line IT support to invigilators and customers. Carry out UAT testing in support of IT product releases.
4.0 Office Support and Administration	4.1 Comply with the company's policies and procedures ensuring that any deviations are reported to the CSM. 4.2 Assist with training new staff and invigilators. 4.3 Assist with general office administration duties. 4.4 Carry out invoicing and monitor payments. 4.5 Carry out exam invigilator role when required.
5.0 Customer focussed	5.1 Listens to customers and considers solutions to meet their needs. 5.2 Maintains high customer relations at all levels.
6.0 Live our Values	6.1 Know and Demonstrate Aspeq's values. <ul style="list-style-type: none"> o Brave, o United, o Smart, o People People
7.0 Other	7.1 Any other activities as directed in line with the nature and scope of the role.

At Aspeq, we recognise and appreciate that diversity, inclusion, and accessibility is valuable to our business. We embrace the unique perspective and capabilities of our current and future employees, which will help us continue to drive innovation and achieve our business goals. Our culture enables us to create an environment of involvement, respect, and connection to benefit individual employees and all our clients across the world

Why do we exist?

Our Purpose

To **help** people know and trust that they will be safe

Our Promise

To **provide** best-practice assessment, accreditation and licensing services

Our Objective

To **create** a globally recognized organisation for delivering customer and commercial excellence in assessment

What do we do?

Aspeq provide best-practice assessment and accreditation services to authorities and regulators

Our services are robust, secure and internationally recognised – our customers know they can trust us

Our products include highly-specific content delivered via digital platforms that are always evolving and being invested in.

Our people are highly experienced, respected and trusted for their expertise

What's our way?

We're Brave

We punch above our weight. We operate in a global market that relies on highly specific knowledge and expertise

We're People People

While we focus on technical solutions, people really matter. We respect our customers and what they are trying to achieve. We respect our people, fostering an ethos of recognition, achievement, and growth.

We're United

We work together and succeed as a team. We also work to understand our customers' needs and collaborate with them to achieve better outcomes.

We're Smart

We're excited by challenges and are proactive problem solvers. We're constantly investing in and developing flexible solutions for our customers and like to be a step ahead.

We're brave, united, smart, people people.

aspeq
beyond
question