



Senior VTAC Connect Officer

Department:	VTAC Connect
Classification:	Level 5
Reports to:	VTAC Connect Manager
Direct reports:	Not applicable
Employment Type:	Full-Time

Who we are

The Victorian Tertiary Admission Centre Limited (VTAC) empowers, connects, and supports learners and providers to enable transparent and inclusive access to education. We aim to be a contemporary organisation that creates and delivers value for our stakeholders.

We act as a bridge between prospective students and Victorian universities, TAFE institutes and independent tertiary colleges. Each year we process around 83,000 applications for tertiary courses and issue a similar number of offers throughout the year on behalf of institutions. This includes the provision of information and enquiry services to applicants and schools.

VTAC also conducts the annual scaling of VCE results and the calculation of the Australian Tertiary Admission Rank (ATAR), including arrangements for International Baccalaureate students and interstate students.

The VTAC Connect team provides the first point of contact for all enquiries on a broad range of matters relating to tertiary admission and the various services offered at VTAC to applicants and their influencers.

Our values

Collaborative Excellence	We work together with trust, openness and shared purpose to amplify our impact – valuing diverse perspectives, encouraging respectful dialogue and achieving more through collective effort.
Curious Thinking	We embrace curiosity and life-long learning – questioning assumptions, taking considered risks, responding to change, exploring new ideas and seeking opportunities to grow, innovate and improve.

VICTORIAN TERTIARY ADMISSIONS CENTRE

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Inclusive Impact

We create an environment where everyone feels valued, heard and empowered to contribute – championing equitable and accessible education, embracing difference, and ensuring our services and actions benefit all.

About the role

The Senior VTAC Connect Officer is part of the VTAC contact centre team, VTAC Connect, providing the first point of contact for all enquiries on a broad range of matters relating to tertiary admission and the various services offered at VTAC. The role involves developing knowledge and subject matter expertise on a specific VTAC service stream, in order to assist the VTAC Connect Manager and the Operations Coordinator in delivering high level administrative support and customer service across all enquiry channels.

Key responsibilities

Role-specific

1. Provide high-level customer service to respond to and resolve complex customer inquiries, complaints and issues, including responding to Tier 2 escalated cases.
2. Ensure consistent, professional, and timely response to all customer interactions via phone, email, or chat functions.
3. Provide peer mentoring to junior VTAC Connect Officers, to assist them in meeting their objectives.
4. Develop and deliver training programs, resources, and process guides for Connect service streams.
5. Promote a positive team culture of continuous improvement by sharing best practices, identifying pain points, and suggesting improvement opportunities.
6. Maintain operational workflows across a variety of administrative tasks in the VTAC Connect team, including processing of application documentation and verification of study claim information.
7. Ensure that information from applicants is captured and recorded accurately in the Application Processing Environment (APE) and Microsoft Dynamics CRM.
8. Monitor and report on team performance metrics and process efficiencies to the Connect Manager and Operations Coordinator, identifying opportunities for improvement.
9. Analyse and resolve complex customer issues that require in-depth knowledge or involve cross-departmental collaboration.
10. Prepare reports and analyse service trends to provide insights to support decision-making within the Connect team.
11. Maintain a proactive approach to identify potential service gaps or inefficiencies and contribute to strengthening knowledge (operational and systems) across VTAC.



12. Represent VTAC at various events including webinars, expos and institution Open Days, providing advice in-person to stakeholders.
13. Other duties as directed by the VTAC Connect Manager or the Operations Coordinator.

Organisation-wide

Ensure you are aware of and adhere to legislation and VTAC policy relevant to the duties undertaken, including Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest; and Privacy.

VTAC expects staff to appropriately balance risk and reward in a manner that is sustainable to our long-term future, contribute to a culture of integrity and collaboration, and provide an environment that is safe, secure, and inclusive. Ensure you are aware of and adhere to VTAC policies relevant to the duties undertaken and the values of the VTAC. This is a standard which the VTAC sees as the benchmark for all its activities.

Key selection criteria

Essential

Education/Qualifications

1. The appointee will have:
 - a degree/tertiary qualification; or
 - an advanced diploma with subsequent relevant work experience; or
 - an equivalent combination of relevant experience and/or education/training.

Knowledge and Skills

2. Extensive experience in front-line customer service and/or within a busy contact centre environment with demonstrated commitment to providing outstanding service to customers across a variety of channels.
3. High level communication skills, including the ability to draft a range of documentation and interact with a diversity of colleagues and clients whilst demonstrating a flexible solution-driven attitude.
4. Ability to independently and proactively seek information and knowledge to inform their service provision.
5. Demonstrate initiative in proposing operational improvements to service delivery and procedures.
6. Ability to carry out multiple tasks maintaining high levels of integrity and confidentiality with excellent attention to detail and accuracy.
7. Demonstrated ability to work as an effective member of a team and to work exercising independence, judgement, and initiative.

Desirable

8. Experience in providing mentorship or subject matter guidance to team members.



Other requirements

- Travel to other locations may be required.
- There may be a requirement to work additional hours from time to time.
- There may be peak periods of work during which taking of leave may be restricted.
- A current satisfactory Working with Children Check is required.