



POSITION DESCRIPTION

POSITION TITLE:	Customer Relationship Co-ordinator
LOCATION:	Cairns, QLD
REPORTING TO:	General Manager
DEPARTMENT:	Customer Relationship Team

PURPOSE STATEMENT

The Customer Relationship Co-ordinator oversees and coordinates business development and marketing activities to educate and promote Skill360's services. The position also coordinates the end to end recruitment process for the on boarding of apprentices and trainees employed either directly by Skill360 or as an external recruitment service for a range of stakeholders.

OUR VISION

To be the best integrated workforce solutions provider.

OUR MISSION

To provide employment opportunities and up-skilling to people, communities and businesses in a sustainable way.

OUR VALUES

- We will invest in our people
- We will be 100% safe, 100% of the time
- We will provide innovative solutions to problems
- We will provide excellent customer service
- We can always be better in how we do things

REPORTING

This position reports to the General Manager

PRIMARY DUTIES

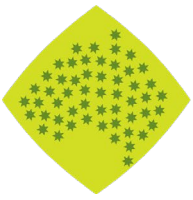
- Proactively build and directly manage effective, collaborative and long-lasting business relationships with current and prospective customers, business partners and other stakeholders;
- Effectively market Skill360 to attract new customers, retain existing customers, increase placements and underpin the profitable growth and ongoing sustainability;
- Promote the benefits of apprenticeships and traineeships & training to industry, key stakeholders, hosts and the community;
- Working collaboratively with customers to gain an understanding of their business needs and assist them by identifying opportunities to offer apprentice & training services;



- Identify candidates for current positions and refer to employers promptly and/or liaise with the Apprentice Co-ordinators to reverse market to potential and existing host employers;
- Provide effective feedback to candidates including acknowledgement email, unsuccessful letters and letters of withdrawal from database within timeframes;
- Shortlist candidates utilising a range of screening testing measures including LLN and aptitude testing;
- Where necessary present Group Information sessions promoting Skill360's services, information about apprenticeships and specific information relating to the vacant position/s;
- Coordinate all administrative processes to confirm the placement of the chosen candidate including ordering PPE and uniforms and booking in pre - employment Drug and alcohol testing where required;
- Maintain communication with Host Employers regarding the recruitment process and its progression of filling their vacancy;
- Provide excellent customer service to stakeholders, including the handling of phone enquiries from trainees and apprentices and the general public;
- Respond in a timely manner to enquiries from advertisements, recruitment drives and other recruitment initiatives;
- Preparation of internal documentation including proposals and provision of quotes;
- Manage internal and external stakeholder relationships to deliver positive outcomes for all parties;
- Provide assistance by undertaking other duties as required, including managing a small caseload of apprentices and trainees from time to time;
- Commitment to act in a manner which promotes and protects the safety and wellbeing of children and young people by adhering to the Child Safety National Principles and TBG's Child Safety policies and procedure;
- Any other tasks assigned which may be reasonably requested from time to time, which contribute to the success of the organisation.

KNOWLEDGE, SKILLS & EXPERIENCE

- knowledge and experience of proactively building and managing customer and industry/stakeholder relationships;
- Experience in a recruitment and selection role, preferably working across a broad industry and client base is highly regarded;
- Demonstrated working knowledge of the relevant legislation affecting recruitment procedures;
- Demonstrated experience in the delivery of excellent customer service and a commitment to a standard of excellence which results in business improvement;
- Good time management skills to effectively prioritise, manage tasks simultaneously and deliver within agreed timeframes;
- Demonstrated ability to resolve a conflict or achieve a positive outcome by negotiating and influencing a situation;
- Current knowledge of local labour market opportunities and local business's needs;
- Sound computer literacy skills encompassing word processing, spread-sheeting, database navigation and reporting utilising appropriate corporate applications;
- Demonstrated ability to communicate effectively (verbal and written) with a diverse group of people;
- Demonstrated ability to establish and maintain productive working relationships with staff and a range of external customers and relevant stakeholders;
- Demonstrated commitment to a values based organisation.



QUALIFICATIONS AND CERTIFICATES

- Completion of a Business qualification or related discipline;
- Class C Drivers' License;
- National Crime Check (Police Check) clearance;
- Working with Children Check (Blue Card) Queensland.

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: _____ Date: _____