

POSITION PROFILE

Position Title:	Client Relationship Representative – NIDA Corporate Training	Classification:	ESA General Staff, Level 6, Step 1 Casual hourly rate \$40.16 per hour
Business Unit:	NIDA Corporate Training	Date Effective:	June 2022
Employment Term:	Casual		

POSITION SUMMARY

The NIDA Corporate Training Client Relationship Representative is responsible for responding to and providing exceptional support for client training inquiries from initial contact to completion of training.

Providing high level client support and information about NIDA Corporate Training opportunities across all modes and platforms of training. These training opportunities include face-to-face and online delivery of one-to-one coaching, public courses, in-house delivery, and customised training.

The role involves ongoing relationship management with new and existing clients to ensure each training opportunity exceeds client expectations. The role will also include detailed course administration, working alongside NIDA Corporate Training's Client Relationship Management team and Learning Design team to devise and deliver customised business training solutions in response to clients' needs.

As a casual member of staff, the Client Relationship Representative may from time to time be required to assist with administrative or operational activities as required and as directed by their line manager.

This role is casual, responding to client demand. Hours and pattern of work will be set in consultation with the Business Development Manager on a monthly roster. This position will require availability between the hours of 8:30am–6:30pm, Monday to Friday with most work occurring between the hours of 10am – 5pm three days per week. Flexibility around personal and family commitments may be possible by negotiation.

KEY ACCOUNTABILITIES

- Respond to client enquiries and enrolments over the phone and online, and provide advice and guidance to clients enquiring about public programs and customised programs.
- Manage the sales process including soliciting, contracting, and delivering high quality customer service to clients.
- Develop compelling training proposals responding to client needs, highlighting the value of NIDA's training methodology and the benefits to be gained by participants.
- Collaborate closely with NIDA Corporate Training's permanent Client Relationship Management and Learning Design teams to deliver customised business training solutions.
- Manage administration associated with course deliveries including client contracts, collecting enrolment requirements, and ensuring the quality of the client experience consistently meets and exceeds expectations.
- Monitor and manage expenditure, following NIDA procedures and approval processes.
- Undertake other duties as required by your manager or their delegate.
- Adhere to all WHS requirements of the organisation and relevant associated legislation.

KEY CHALLENGES

- Manage relationships and present valuable training opportunities for new and existing clients.
- Staying informed about training programs and departmental direction despite a casual work pattern.
- Ensuring professional and consistent standards of delivery and client interaction, keeping colleagues informed of client activity or expectation that needs to be addressed on days of absence.
- Ensuring attention to detail in a busy environment.
- Liaising effectively with a range of stakeholders (both internal and external).

KEY PROFESSIONAL RELATIONSHIPS

Reports to:	Business Development Manager – NIDA Corporate Training
Supervises:	No direct reports
Internal:	Head of Department, Senior Manager, Operations, Senior Manager, Learning Design, Client Relationship Managers, Learning Design Specialists, Operations Coordinators and Casual Tutors
External:	Public and private sector clients

SELECTION CRITERIA

Essential:

- Excellent written and verbal communication skills with a positive telephone manner when responding to customer enquiries.
- Demonstrated experience in establishing and maintaining positive commercial relationships in a service-driven and/or training organisation.
- Demonstrated ability to increase sales, effectively negotiate and provide exceptional customer service.
- A practical understanding of live performance and presentation delivery, and how the application of acting techniques can support professional development.
- Ability to manage workload independently and effectively handle multiple projects under pressure.
- Exceptional attention to detail and the ability to plan, remain calm and coordinate a high volume of varying tasks.
- Proficiency with computer applications including Word, Excel, Outlook, PowerPoint, collaborative tools and databases.
- Demonstrates an understanding of NIDA Corporate Training's philosophy of training, and a commitment to the pursuit of excellence.

Desirable:

- Tertiary qualifications in business, marketing, or arts management and/or equivalent relevant experience
- Experience in a not for profit and/or government or educational environment
- Interest in the performing arts
- Experience with OnCourse/Ish course management system or similar.

CONTINUOUS REVIEW

This Position Profile will be reviewed and updated on a regular basis to reflect changes in the requirements of the position.