



**UNSW**  
THE UNIVERSITY OF NEW SOUTH WALES



**CUSTOMER SERVICES OFFICER**

**FACULTY OF SCIENCE**

**School of Optometry and Vision Science**

**Optics and Radiometry Laboratory**

**REF 6813**

**Customer Services Officer**  
**FACULTY OF SCIENCE**  
**SCHOOL OF OPTOMETRY & VISION SCIENCE**  
**Optics and Radiometry Laboratory**  
**REF 6813**

**ADVERTISEMENT**

Salary level 3 \$42K - \$47K per year pro rata for part time appointment, plus 9% employer superannuation plus leave loading

ORLAB undertakes product testing and training for the sunglass and eye protector and other ophthalmic industries. ORLAB undertakes photometric and colorimetric measurement, calibration and development for a number of industries. ORLAB undertakes research in the area of applied vision science.

We are seeking a Customer Services Officer to manage the front office, be the first point of contact for customers, regulatory authorities and other UNSW entities and maintain the records, standards and other administrative functions in ORLAB.

This is a full time fixed term appointment available for 12 months with the possibility of renewal. Part time employment in a short day format (eg 9am – 3pm) will be considered.

Applicants should systematically address the selection criteria in their application.

Having read all the documentation you may then direct any enquiries to Brian Cheng on (61 2) 9385 4622 or [bbcheng@unsw.edu.au](mailto:bbcheng@unsw.edu.au) or Professor Stephen Dain on (61 2) 9385 4622 or [s.dain@unsw.edu.au](mailto:s.dain@unsw.edu.au)

**Applications close 13 November 2009**

**Customer Services Officer  
FACULTY OF SCIENCE  
SCHOOL OF OPTOMETRY & VISION SCIENCE  
Optics and Radiometry Laboratory**

**POSITION DESCRIPTION**

**JOB PURPOSE**

This position is responsible for the smooth and successful operation of the ORLAB front office and interface with its customers, regulatory authorities and other UNSW entities.

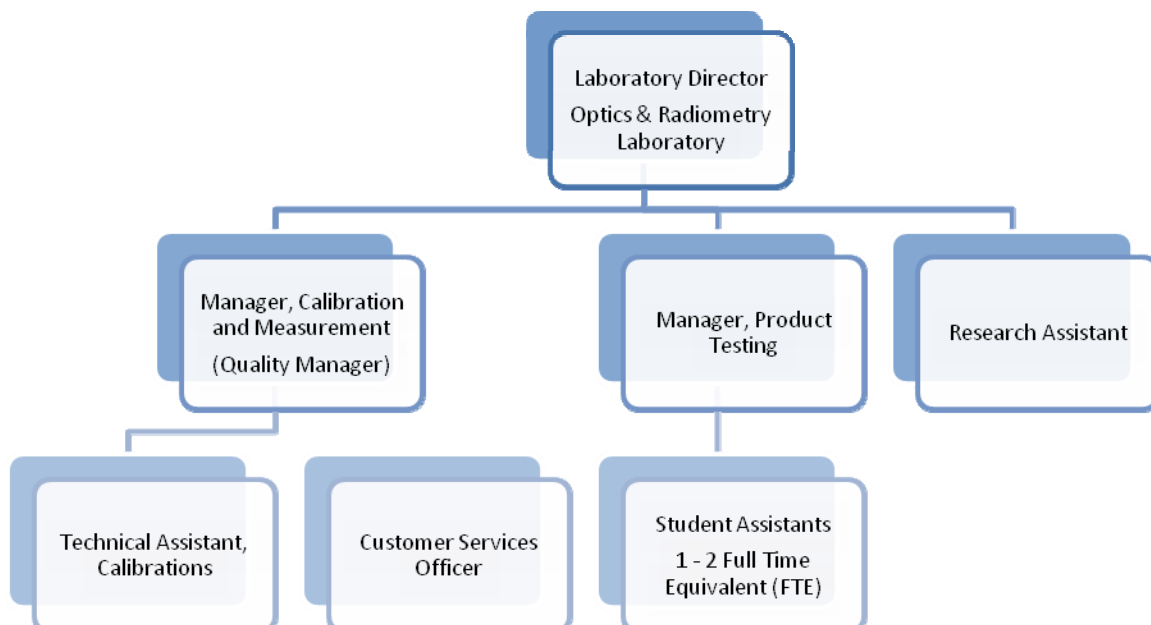
**POSITION CONTEXT**

ORLAB undertakes product testing and training for the sunglass and eye protector and other ophthalmic industries. ORLAB undertakes photometric and colorimetric measurement, calibration and development for a number of industries. ORLAB undertakes research in the area of applied vision science.

**STATISTICS**

Current ORLAB staff comprises of a Director (half time), a Testing and Calibration Manager, a Product Testing Manager, a Customer Services Officer, a Technical Assistant, a Research Assistant and several Laboratory Assistants (casual). ORLAB turnover is approximately \$550000 p.a., and completes around 400-500 jobs per annum. ORLAB issues a quarterly newsletter and annual report

**REPORTING RELATIONSHIPS**



## **MAIN DUTIES**

- Assigning job numbers and quoting test prices.
- Updating and maintaining customer information databases.
- Creating and receipting purchase orders.
- Creating tax invoices and depositing of cheques.
- Credit card acquittal.
- Faxing and returning of reports and samples.
- Prepare promotional activities and materials.
- Ensuring the highest quality of customer service.
- Management of manuals, procedures and standards in accordance with AS ISO/IES 17025.
- Other duties as may be required by the Director of ORLAB.

## **PRINCIPAL ACCOUNTABILITIES**

Excellence in customer care in ORLAB.

## **SELECTION CRITERIA**

- HSC and TAFE level qualifications;
- Strong organisational, interpersonal and communication skills;
- A high level of accuracy; demonstrated ability to liaise at all levels and to deal with confidential matters;
- Good Computing skills;
- Knowledge of EEO principles, OHS responsibilities and commitment to attending relevant OHS training.

# UNSW APPLICATION FORM



THE UNIVERSITY OF  
NEW SOUTH WALES

Key: \* denotes required field and must be filled in.

PART 1 – POSITION DETAILS			
Position Reference Number: *			
Position Title:			
Where did you see the position advertised? (eg. Sydney Morning Herald, UNSW website)			
PART 2 – PERSONAL DETAILS			
First Name: *			
Last Name: *			
Date of Birth:		Gender:	<input type="checkbox"/> Female <input type="checkbox"/> Male
Are you an Australian Citizen or Permanent Resident?*		<input type="checkbox"/> Yes	<input type="checkbox"/> No <input type="checkbox"/> No
If no, are you eligible to work in Australia (please attach supporting documentation)		<input type="checkbox"/> Yes	
If required, would you be willing to undergo a criminal record check?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If required, would you be willing to undergo a working with children check?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Address: *			
	State:		Postcode: <input type="text"/>
Country: (if outside Australia)			
Telephone *	Home: *	( )	Work: * ( )
	Mobile:		
Email: * (eg. user@domain.com)			
PART 3 – EMPLOYMENT DETAILS			
(a) INTERNAL APPLICANTS (current UNSW staff)			
Employee ID: *			
Please select your current employment status: *			
<input type="checkbox"/> Continuing appointment <input type="checkbox"/> Fixed-term			
Position Title:			
School/Dept:			
(b) EXTERNAL APPLICANTS			
Current Position:			
Current Employer:			
Have you previously been an employee of UNSW? *		<input type="checkbox"/> Yes	<input type="checkbox"/> No
Employee ID: (if known)		Last Employment Date:	
Position Held:			

<b>School/Dept:</b>			
<b>Are you, or have you ever been a Casual staff member, at UNSW? *</b> (please tick)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, please indicate your <b>Employee ID</b> (if known):			
<b>Are you, or have you ever been a student, at UNSW? *</b>	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If yes, please indicate your <b>Student ID</b> (if known):			
<b>PART 4 – REFEREES</b>			
<b>REFEREE 1</b>			
<b>Name:</b>			
<b>Position:</b>			
<b>Company:</b>			
<b>Telephone:</b>		<b>Facsimile:</b>	
<b>Email:</b>			
<b>REFEREE 2</b>			
<b>Name:</b>			
<b>Position:</b>			
<b>Company:</b>			
<b>Telephone:</b>		<b>Facsimile:</b>	
<b>Email:</b>			
<b>REFEREE 3</b>			
<b>Name:</b>			
<b>Position:</b>			
<b>Company:</b>			
<b>Telephone:</b>		<b>Facsimile:</b>	
<b>Email:</b>			
<b>PART 5 – ATTACH APPLICATION LETTER ADDRESSING SELECTION CRITERIA &amp; ATTACH RESUME</b>			

\* via email to [recruitment@unsw.edu.au](mailto:recruitment@unsw.edu.au):

\* via fax to (61 2) 9662 2832:

\* via post

Recruitment,  
Human Resources  
University of New South Wales  
SYDNEY NSW 2052  
AUSTRALIA

Include the following: Application Form, Application Letter addressing the Selection Criteria and your Resume.

Notes:

- Posted applications do not receive a receipt.
- If requested in the advertisement, copies of academic transcripts and qualifications should be included in the resume.
- [Selection Criteria](#): It is essential each criterion is addressed. This is your opportunity to demonstrate you meet the criteria.

# INFORMATION ON THE BENEFITS OF WORKING AT UNSW

## Benefits of Working at UNSW

The University of New South Wales (UNSW) is one of the leading teaching and research universities in Australia. Renown for the quality of its graduates and its commitment to new and creative approaches to education and research, the University motto - Scientia Manu et Mente ("Knowledge by Hand and Mind") - encapsulates the University's central philosophy of balancing the practical and the scholarly.

## University Environment

UNSW offers a modern, dynamic and innovative teaching and learning environment with extensive social and recreational facilities. The UNSW campus is a compact yet beautiful, architecturally sophisticated setting, offering an enviable, cosmopolitan lifestyle for staff and students. Study and research facilities are comprehensive, with a widely acclaimed library network housing more than two million volumes, extensive electronic resources and access to volumes held in libraries at all major Australian research institutions. There is an award-winning bookshop on campus and a vast array of student services available.

UNSW has hundreds of sport and recreational clubs and societies for staff and students including several classical music groups who perform regularly. There is also a top class gymnasium with a fully equipped weights/cardio room, indoor swimming pool and a range of classes and courts to suit all fitness needs.

The UNSW campus boasts a vibrant cafe scene and is situated in the beautiful Eastern suburbs of Sydney just minutes from the famous Coogee and Bondi beaches. In addition, the local area is renowned for its large number of high quality, award winning, restaurants and cafes all of which are just minutes away. UNSW also boasts the famous National Institute of Dramatic Arts (NIDA) and the Randwick racecourse as neighbours.

## Employer of choice for women



UNSW has been recognised for creating a work culture that supports and advances women with an Employer of Choice for Women citation. The award comes from the Equal Opportunity for Women in the Workplace Agency (EOWA).

The University was acknowledged as one of only 115 organisations across Australia that actively recognise and address the needs of female workers, to assist them to reach their full potential in the workplace.

## University Diversity

UNSW values the diverse social, economic, cultural and religious backgrounds of its employees and promotes this by providing an accessible campus environment, flexible work practices for those with family and other responsibilities or with disabilities, including training on diversity management and cross-cultural communication.

As an UNSW employee you will be able to enjoy a safe and non-discriminatory environment and have the same opportunities to benefit from employment as other employees. In relation to employment equity, staff can access work opportunities such as staff development and training, promotion and re-evaluation, higher duties and a suitable and safe working environment.

## Leave Entitlements

**Recreation Leave** accrues at the rate of one and two-third days per month to a total entitlement of 20 days per year. Recreation leave cannot be taken in advance of its accrual. It is expected that academic staff will take their recreation leave during session breaks.

**Sick Leave** for Academic Staff is granted under the following arrangements subject to the production of a medical certificate: up to twenty two days on full pay and up to twenty two days on half pay in any twelve month period. Sick Leave for Professional & Technical (General) Staff is granted under the following arrangements: ten days in the first year of service, 15 days in the second and 30 days in any subsequent year.

**Special Leave** of up to three days per year may be granted in cases of emergency and unforeseen circumstances e.g. fire or flood damage to your home. Applications for Special Leave must be made to the supervisor and will be considered on its merits. There is no entitlement to Special Leave if the leave sought is during a period of other leave.

**Observation of Holy Days and Essential Religious or Cultural Duties** allows you to utilise recreation leave or long service leave or leave without pay for the purposes of attending holy days or essential religious or cultural duties associated with your particular religious faith or culture.

**Carer's Leave** allows you to use part of your sick leave to care for an immediate family member who is ill. Up to 10 days of sick leave entitlement can be used as carer's leave in any one of the first two years of employment. In the third and subsequent years up to 12 days of sick leave can be used for carer's leave.

**Parental Leave** is available to cover such situations as maternity leave, adoption leave and paternity leave.

**Long Service Leave (LSL)** may be applied for after ten years service. The minimum period of long service that can be taken is one week.

**Bereavement Leave** of up to three days per year may be granted in the case of death of an immediate family. In unfortunate circumstances where another immediate family member is deceased in the same year, approval to grant a further three days bereavement leave may be granted by the Director, Human Resources.

**Leave Without Pay (LWOP)** may be granted on application.

**Limited Paid External Work** related to your profession or discipline may be undertaken with the approval of the University provided such activities do not interfere with the discharge of University duties. Approval from the Head of School is required for staff to undertake such activities and to accept any associated fee or commission.

**Special Studies Program (SSP)** is available to academic staff to be released from teaching and administrative duties to engage in research or other scholarly work or to undertake a project related to teaching or academic administration. SSP is normally of 6 months, but applications for periods over 6 weeks and up to 12 months will be considered where an appropriate case is made. Academics must complete three years of service to be eligible to apply for SSP.

The participation of academic staff in SSP is not an entitlement but is based on the needs of the University, the nature of the proposed project and the capacity of the staff member to make effective use of the opportunity.

## Salary

Salary is paid fortnightly (every second Thursday) calculated up to and including the Thursday. Payment is made to a bank, building society or credit union account nominated by the employee. The University's flexible payroll system allows premiums, medical and hospital fund contributions, and credit union deposits or repayments.

## Tax Effective Salary Packaging Options

The University recognises the value to employees of flexible remuneration planning. Salary sacrificing is one way to provide this flexibility. The principle aim of salary sacrificing is to legitimately restructure the way you receive your salary to suit your individual needs and potentially maximise your take home pay. This is achieved by allowing you to receive part of your salary in the form of benefits rather than receiving it all as salary.

Benefits include

- [Child Care](#)
- [Electronic Diary or Personal Digital Assistant \(PDA\)](#)
- [Laptop or Notebook Computers](#)
- [Lifestyle Clinic \(UNSW Medicine\)](#)
- [Motor Vehicles](#)
- [Parking](#)
- [Superannuation](#)
- [Membership of the UNSW Fitness and Aquatic Centre](#)
- [Association of Tertiary Education Management](#)

## Superannuation

The University offers a generous superannuation scheme with up to 17% employer contributions available to most staff on contracts of 2 years or more. For contracts of less than 2 years an employer contribution of 9% is paid. UNSW employees who are members of the Superannuation Scheme for Australian Universities (SSAU) and the UNSW Special Purposes Superannuation Scheme have the option of salary sacrificing.

## Family Friendly Work Practices

UNSW has a comprehensive range of family-friendly work practices in place to assist staff maintain a work-life balance. These practices are designed to find the best possible match between the interests of the University and those of individual employees and can include flex-time, permanent part-time work, tele-commuting (working from home), job sharing, provision of child care, recognition of carer's responsibilities and generous, flexible leave, such as parental leave and carer's leave.

## Onsite Car Parking

In addition, onsite parking is available for staff for a nominal fee.

## University-Based Child Care Centres

There is a range of child care related assistance offered by the University. Child care waiting lists can be long, so it is advisable to inquire about places well in advance. The centres which provide places for children of staff are Tigger's Place, the House at Pooh Corner and Kanga's House.

<b><i>Tigger's Place</i></b>	Priority is given to staff of UNSW. Hours: 8.15am – 6:00pm Places for 40 children (15 babies and toddlers, 25 children aged 2.5 – 6 years)
<b><i>The House at Pooh Corner</i></b>	Priority given to UNSW students, then staff, then the community Hours: 8:00am – 6:00pm, 48 weeks per year Places for 72 children, ages 6 weeks to 5 years
<b><i>Kanga's House</i></b>	Priority given to staff of UNSW and local community. Hours: 8:00am – 6:00pm (babies room 5:30pm) Places for 99 children aged 3 months to 5 years.

A ***child care salary packaging scheme*** is available to staff using the University's work based child care centres. This scheme allows staff to allocate a portion of their pre-tax salary for child care.

**E-mail and Internet Access** is available for all staff. Employees are able to utilise the internet provider and email services of the University not only as part of their day-to-day work requirements but also for home use. The rates for home use are very competitive with commercial providers.

**The University Library** and its services are available to staff. Upon receiving your employee number and completing an application form you will have full borrowing rights.

**UNSW Fitness and Aquatic Centre** is located on the lower campus and is open seven days a week offering a wide choice of recreational and fitness activities for groups and individuals. Activities available include the use of the University swimming pool, and cardio/weights gym, a comprehensive group fitness timetable and the hire of volleyball, basketball, indoor soccer, badminton, table tennis, tennis and squash courts.

**In addition, UNSW Sport and Recreation** offers a wide range of sports clubs, and recreational courses and activities. A sample of the courses offered includes archery, ballroom dancing, scuba diving, martial arts, sailing, skydiving and yoga. More information is available at [www.sportandrec.unsw.edu.au](http://www.sportandrec.unsw.edu.au)

**The University Health Service** is an Accredited General Practice and is located on the ground floor of eastern wing of the Quadrangle Building. Private General Practitioners operate within the service. Students and OSHC card holders are bulk billed.

An **Optometry Clinic** offers staff and students general eye examinations, specialist low vision services, colour vision assessment, vision training, sports vision assessments and contact lens fitting. Eye examinations are covered by Medicare. Spectacles and contact lenses are supplied at a reduced cost.

A free and confidential **Staff Counselling Service** is available to University staff through the UNSW Employee Assistance Program (EAP) which is provided by an independent firm engaged by the University.

**Chaplains** from a variety of religious denominations are available.

**The National Institute of Dramatic Art (NIDA)** is located on the Kensington Campus. Several student productions (some free) are held during the year in the NIDA theatre or the Parade Theatre, which are both on Anzac Parade. The School of Theatre, Film and Dance holds public performances in the Io Myers Studio. Various student groups also stage productions and reviews during the year.

**The Australia Ensemble** is resident at the University. Each year it performs six evening concerts in the Sir John Clancy Auditorium and holds free daytime rehearsals before each concert which staff and students may attend. Other musical highlights include performances by The Collegium Musicum Choir, the UNSW Orchestra, Pipers Wind Band and UNSW Opera.

**Banks and Credit Unions** are located around the University. The Commonwealth Bank, the ANZ Bank and Unicom have separate branches and a number of ATMs are located on campus. A range of other banks and credit unions are located within short walking distance at Randwick.

## **Transport**

All employees have access to the use of several undercover parking stations located on the University. For a small fortnightly salary deduction, employees can enjoy this 24 hour service on a daily or long term basis.

The University is well serviced by public transport buses both to and from the University. Special express bus services are also available for staff and students. The State Transit Authority have a help line open from 6am to 10pm, the number is 131 500. State Transit also has a web site located at [www.sydneytransport.net.au](http://www.sydneytransport.net.au).