

Role Description

Job Identification

Title	Information Officer
Role Status	Multiple fixed term contracts available
Salary	Indicative salary \$49 830pa plus superannuation and leave loading
Location	Member Services, Contact Centre QSuper Limited 70 Eagle Street, Brisbane
Closing Date	30 th July 2010

The Organisation

QSuper Limited is the administrator of QSuper – one of Queensland's largest superannuation funds and one of the top-rated funds in Australia, managing in excess of \$26 billion in funds. Operating in a highly competitive and dynamic financial services environment with over 500 employees, QSuper Limited is committed to delivering to over 520,000 members, great value, real service, better knowledge and solid returns.

QSuper Limited operates with an Executive team reporting to the Chief Executive Officer with the Head of each business unit facilitating the daily operations. Business units are functionally based and embrace a variety of disciplines including customer service, HR, IT, technical advice, administration, finance, strategy, business development and investments.

QSuper Limited undertakes the daily administration of QSuper. This includes the provision of member information and education services (including a Contact Centre, the website, publications and a seminar program), processing member and employer contributions, maintaining member account records, assessing benefit claims and processing benefit payments, developing the membership offer, completing fund financial reporting, investment administration and oversight, and providing secretariat services to the Boards.

The Role

As an Information Officer you will be the first point of contact and provide accurate and expert technical information to QSuper members and employers who make contact with the QSuper Contact Centre via multiple mediums including telephone (primary medium), face to face, letters and email. You will actively contribute to team and centre performance standards and contribute towards a customer service culture within the Contact Centre.

The Function

The function is responsible for working as part of the Contact Centre team to ensure consistent delivery of services at the level required by the Board Administration Mandate. This also includes responsibility for contributing towards and supporting the development and implementation of strategies and programs which enable the achievement of the Board Administration Mandate. This role is as a member of one of the Contact Centre teams and is expected to contribute consistently and effectively to the operations of that team.

Risk and Compliance

This role has risk and compliance responsibilities. You will assist in the identification of risks e.g. where controls are not consistently applied, where additional controls may be needed or identification of new risks brought about by changes in practices. You will also acknowledge and promptly report where processes and controls are not applied or fail.

The Person

Performance in this role requires:

- Proven experience or demonstrable ability to work successfully within a team in a high volume customer service work environment
- Strong knowledge and understanding, or the ability to rapidly acquire knowledge of the superannuation or related industries and legislation
- Demonstrated experience in the use and application of windows based applications and general management information systems
- Demonstrated ability to analyse problems and provide meaningful solutions that maximise customer satisfaction
- Demonstrated ability to work harmoniously with staff from diverse backgrounds and to promote a safe workplace that is free from discrimination and harassment.
- Knowledge of the objectives of risk management and compliance demonstrated by prompt identification and escalation of issues relating to job function.

The ideal Information Officer will have:

- A qualification that meets ASIC Policy Statement 146 compliance is highly desirable
- A tertiary or other qualification in an appropriate discipline – desirable
- The ability to work well, independently and as a team member under pressure and maintain composure and objectivity at all times
- Strong attributes of thoroughness and attention to detail
- The ability to communicate effectively at all levels and provide excellent oral and written responses in the provision of customer service
- Strong attributes of tact, integrity and discretion in dealing with confidential information
- A professional work ethic, adaptability and flexibility
- The ability to provide encouragement, assistance and coaching to assist with staff development when required

Additional information

ASIC compliance

Compliance with ASIC Regulatory Guide 146 (RG146) (superannuation, generic) is mandatory however training will be provided. You will also be required to undertake approved continuing training to maintain and update the relevant knowledge and skills required to meet RG146 standards.

Employment screening

Appointment to this position is conditional upon satisfactory employment screening results that include a national police check.

For further information, please contact APRG, Recruitment Specialists on 07 3231 6500, email gsuper@aprg.com.au or fax 07 3231 6565. Apply online at www.aprg.com.au.