



## Role Description

### Job Identification

<b>Title</b>	Information Officer (Contact Centre)
<b>Salary</b>	AO3 \$48,197 pa plus employer superannuation and leave loading)
<b>Location</b>	Contact Centre, Member Services QSuper Central Plaza three, 75 Eagle Street, BRISBANE
<b>Reference No.</b>	2158
<b>Closing Date</b>	6 <sup>th</sup> of July

### The Organisation

QSuper – Queensland's largest superannuation fund – is one of the top performing schemes in Australia, managing in excess of \$24 billion in funds. Operating in a highly competitive and dynamic financial services environment, QSuper's 400 employees are committed to delivering to its 470,000 members, low fees, real service, better knowledge and solid returns.

QSuper operates with a small Executive team reporting to the Chief Executive Officer and a number of business units, each headed by a General Manager. Business units are functionally based and embrace a variety of disciplines including customer service, HR, IT, administration, finance, strategy, business development and marketing.

### 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.

The ideal Information Officer will have:

- Whilst not mandatory, 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 the position is conditional upon a satisfactory criminal history report from the relevant police authority.

#### **Future employment arrangements**

The Directors of QSuper Limited (QSL) are seeking Government approval for all staff to be working under one operating environment from 1 May 2009 – effectively “one employment”. This means that all employees who work for QSuper as Queensland Treasury employees will, subject to government approval, be welcomed directly into the QSL workforce.

Any person applying for a QSuper Queensland Treasury role should be aware that their employment may be transitioned to QSL (a wholly owned subsidiary of the QSuper Board of Trustees) from 1 May 2009. As part of this process, a new enterprise agreement will be developed for QSL employees.

#### **How to apply**

In responding to this job vacancy, please submit the following application information:

1. A covering letter outlining your capability for this role.
2. A current resume outlining relevant career experience and including the names of two referees.

Please email your application to [qsuper@aprg.com.au](mailto:qsuper@aprg.com.au) or send to:

APRG Financial Services Recruitment (QLD)  
PO Box 10748  
Adelaide Street  
Brisbane QLD 4000

For further information regarding the application process, please contact Frans Koenders or Nirmal Sumanaratne, APRG Recruitment Specialist on 07 3231 6502

**Submit your application.** Applications must be received on or before the closing date of the vacancy and should clearly quote the **Job Ad Reference Number (JAR)**.

# MEMBER SERVICES

