National Accreditation Authority for Translators and Interpreters LTD

POSITION DESCRIPTION

Position Title:	Operations & Testing Officer
Level:	NAATI Band 2
Work Unit:	Operations
Reporting to:	Regional Operations Manager
Classification:	Permanent Full Time

The Organisation:

NAATI is the registered business name of the National Accreditation Authority for Translators and Interpreters Ltd (ABN 42 008 596 996). Further details on the organisation and its business operations are available on the NAATI website at www.naati.com.au.

NAATI Values

NAATI's vision is for a connected community without language barriers, and our purpose is to credential practitioners who wish to work as translators and interpreters in Australia. We take our responsibilities seriously, and in doing so maximise people's ability to fully engage and participate in Australian society.

We are a values-based organisation. **Respect, Integrity,** and **Professionalism** not only define who we are, it underpins everything we do.

Respect – We treat everyone with dignity and respect

Integrity – We are honest and trustworthy and lead by example

Professionalism – We strive for excellence in everything we do

Primary Outcomes for the Position:

The Operations & Testing Officer is responsible for assisting in the delivery of high-quality testing to NAATI candidates under the guidance of the Regional Operations Manager and Operations & Testing Supervisor.

The role will also contribute to the development and quality assurance of testing materials used within test days under the guidance of the Team Leader -Testing Setting when not required for State testing operations.

This is a service delivery focussed role with both internal and external customers.

Key Responsibilities and duties:

Recruitment and training

- Assist in the recruitment and training of Role players and Test Invigilators to fill open positions and meet NAATI testing requirements.

Testing

- Engage with applicants and the public to ensure NAATI's role, policies and processes are understood to achieve client satisfaction with NAATI's services.
- Assist in the coordination and delivery of testing including determining requirements and ensuring availability of human resources and necessary equipment.
- Work with management, candidates, and other offices to maximise candidate test availability and utilisation.
- Creation of testing materials (recordings) and the provision of associated customer service.

Customer Service

- Ensure NAATI Service Level Agreements with candidates are met or exceeded.
- Ensure NAATI Service Levels with Government and Business clients are met or exceeded.
- Ensure effective communication with candidates, stakeholders and general public inducing advice and complaints handling.

Business Operations

- Participate in business process improvement activities.
- Support the maintenance of National testing schedules.
- Ensure timely and professional responses to candidate queries.
- Actively contribute to the regional operations team through input of subject matter expertise and input into broader business imperatives.
- Other functions and tasks as required to support the success of NAATI.

Selection Criteria

Essential:

1. Excellent planning, administrative and organisational skills.
2. Able to use initiative and handle allocated priorities in a high stakes environment with attention to detail and problem solving skills.
3. Experience in customer service or testing environments.
4. Well-developed administrative, communication, and organisational skills.
5. A high level of attention to detail and accuracy.
6. Strength in following up open tasks and projects.
7. Well developed Microsoft Office skills and the ability to work with various databases.
8. Willingness to work effectively in a team environment and maintain positive customer relationships.

Desirable:

1. Experience working with multicultural clients.
2. Knowledge of NAATI's core business and objectives.

Employment Conditions:

- Employment conditions are set out in the NAATI Enterprise Agreement 2020-2024

Approved by: Manager, National Operations – updated October 2023