



POSITION DESCRIPTION

Position Title:	Operations Officer
Level:	NAATI Band 2
Work Unit:	National Office – Canberra
Reporting to:	Operations Supervisor – Community Testing
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 Team is responsible for the efficient processing of applications, the timely allocation of tests to examiners, and the delivery of high-quality customer service through professional guidance and effective issue resolution.

Team members support community testing by coordinating with panels and examiners, managing test allocations, issuing results, and responding to candidate and general operational enquiries received through NAATI's various communication channels.

Working closely with examiners, the team ensures accurate and consistent marking, maintains quality assurance standards, oversees fair and strategic workload distribution, and supports the development of new testing languages in alignment with NAATI's strategic objectives.

Key Responsibilities and duties:

Community Testing

1. Assist in the timely and accurate processing of Community Test results.
2. Ensure high quality and timely test marking and review including allocation of tests to examiners ensuring balanced workloads and unbiased outcomes for candidates for nominated panels.
3. Effective communication with examiners.
4. Monitor the performance of examiners and examiner panels in relation to Community testing, and in collaboration with the Team Leader provide support when needed.
5. Meet Service Level agreements for result issuing and candidate communication.
6. Data entry of information associated with monitoring and tracking the marking and review processes.
7. Provide insights and recommendations on examiner recruitment or training needs.

Customer Service

1. Respond to email enquiries.
2. Data entry for all customer interactions.
3. Effective communication with candidates including assistance with complaints handling and conflict resolution.
4. Provide support to other members of the National Office as requested by NAATI Senior Management.

Selection Criteria

Essential:

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

Desirable:

1. Post-secondary qualifications and/or experience in a relevant area.
2. Knowledge of NAATI's core business and objectives.
3. Experience working with multicultural clients.

Employment Conditions:

- Employment conditions are set out in the NAATI Enterprise Agreement 2024-2028

Approved by: Chief Operating Officer March 2026