National Accreditation Authority for Translators and Interpreters LTD

POSITION DESCRIPTION

Position Title:	Digital Testing Officer
Level:	NAATI Band 2
Work Unit:	Operations
Reporting to:	Team Leader Digital Testing
Classification:	Casual

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 Digital Testing Officer is responsible for ensuring that NAATI's range of online tests are delivered in a high-quality, organised, and stress-free manner for candidates. This includes supporting candidates during their test sessions via live chat and providing timely and accurate assistance while troubleshooting basic technical issues. The role also involves reviewing and uploading candidate test assets to ensure they meet NAATI's policies and the required standards for assessment.

Excellent customer service and communication skills are essential, as the officer handles candidate queries across multiple communication channels. The ability to multitask and problem-solve effectively while managing several candidates and internal systems simultaneously is critical. Strong time management, attention to detail, and experience with digital tools are also crucial for success in this role.

Key Responsibilities and duties:

Testing

- Create and manage test sessions in NAATI's online platforms.
- Review and upload candidate test assets, ensuring accuracy, completeness, and compliance with test protocols.
- Assist candidates with setup and participation during test sessions via live chat.
- Monitor candidate progress and performance during tests and escalate technical issues as required.
- Review candidate test submissions for quality control or reporting purposes.

Customer Support

- Respond promptly and professionally to candidate queries via live chat and email, offering accurate information and calm support.
- Maintain a helpful, empathetic tone and resolve concerns efficiently, even in high-pressure or emotional situations.
- Record interactions accurately and ensure follow-up on unresolved matters or technical issues.
- Support complaint handling and conflict resolution in line with NAATI policies and service standards.
- Ensure NAATI Service Level Agreements with candidates are met or exceeded.

Systems and Process Improvement

- Provide feedback on recurring candidate issues, system usability, and process gaps.
- Assist in testing and improving digital tools and workflows related to test delivery.
- Collaborate with team members and supervisors to share knowledge and streamline support processes.

Business outcomes

- Work collaboratively with the team to deliver consistent and candidate-centred service.
- Actively contribute to the NAATI business 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. Demonstrated experience in customer service roles
2. Strong multitasking and organisational abilities.
3. Well-developed oral and written communication skills.
4. Proven ability for attention to detail and accuracy.
5. Effective problem-solving skills.
6. Proficiency in Microsoft Office and database systems.
7. Positive attitude and team collaboration.

Desirable:

1. Experience working with multicultural and diverse clients.
2. Knowledge of NAATI and NAATI's core business and objectives.
3. Ability to speak a language other than English.
4. Experience in audio and/or video editing.

Employment Conditions:

- Employment conditions are set out in NAATI's Enterprise Agreement.

Approved by: Manager – National Operations January 21
Updated by: Senior Operations Manager September 21/HR Manager January 25/Senior Operations Manager April 25