



Position Description

Position title:	Data Coordinator
Entity:	NEVDIS
Group:	Service Delivery
Job Type:	Full – time (1.0 FTE)
Location:	Austroads Sydney office
Reports to:	NEVDIS Registry Services Manager
Responsible GM:	General Manager Service Delivery
Direct reports:	Nil
Date reviewed:	May 2024

Organisational Context

Austroads is the association of Australian and New Zealand transport agencies.

We provide authoritative, practical and impartial advice, information, tools and services to help our members to deliver safe, efficient and reliable mobility to their customers.

We also deliver value to a range of other key stakeholders across government, industry and communities, where there is a demonstrated societal benefit to do so.

Austroads comprises several business activities, including the core Austroads work program, the National Exchange of Vehicle and Driver Information System (NEVDIS), and Transport Certification Australia (TCA).

Our teams are located across Australia and New Zealand. We work in an integrated and collaborative way, along with external consultancies and other partners, to ensure our products and services are delivered successfully and maximise value.

Austroads promotes a culture of professionalism, innovation, and integrity, with a commitment to accountability, quality, and excellence in the delivery of all of our programs and services. Austroads values continuous improvement, and all staff are expected to engage in their work in a spirit of curiosity, collaboration, and proactivity.

We recognise the unique skills and abilities of each individual, who come from a wide range of disciplines and backgrounds. We support our people through ongoing development and learning opportunities and create a supportive team environment for all our staff. We strive to be an employer of choice.

Austroads takes inclusion and diversity seriously. We embrace difference and diversity of identity, experience and thought, and actively strive for inclusive behaviours across our company and our work.

The Role

Team Purpose

The Service Delivery team provides Austroads' established products with a strong focus on functionality and sustained excellence. Effective service delivery is underpinned by a team of professionals who are responsive to the needs of Austroads members and other users of our services. We are proactive in communicating our Service Delivery priorities and plans, and we strive to continuously improve our services and add value for our members.

Position Purpose

You will be responsible for providing first level service request fulfillment to clients and assisting in second level technical support of operational systems, with a high degree of confidentiality.

You will build and maintain effective relationships with a variety of stakeholders including manufacturers, State and Territory Registering Authorities and members of the public.

Major Responsibilities/ Accountabilities

The role is responsible for:

- Providing guidance and assistance to NEVDIS clients with data queries in accordance to agreed policies and procedures.
- Undertaking the administration of Vehicle Identification Number (VIN) registrations in the NEVDIS database including the processing of accreditation requests, training and support of VIN submitters as required.
- Providing assistance to manufacturers and state and territory registration authorities on the management, correction and registration of vehicles that may have VIN problems.
- Undertaking investigations, making determinations of the appropriate course of action and preparing reports to assist in the resolution of NEVDIS data problems.
- Coordinating requests and providing first-level support for registration and licensing data related queries and follow up through to resolution.
- Processing customer requests efficiently with a high-level customer service.
- Working independently or in partnership with the NEVDIS Operations team to provide NEVDIS Services (e.g. licence verification checks, safety recall).
- Assisting Senior Business Analysts or Business Analysts in testing new products, enhancements, or changes.
- Contributing to continuous improvement, identifying ways to enhance value for our members and the public.
- Maintaining and adherence to quality Systems processes and procedures associated with the role.
- Other tasks as directed.

Key Stakeholder Interfaces

Internal

- General Manager Service Delivery
- NEVDIS Registry Services Manager
- Service Coordinator NEVDIS
- All staff

External

- NEVDIS clients
- Government agencies
- Austroads member organisations
- General public

The Person

Qualifications, Knowledge, and Experience

The Data Coordinator will possess:

- Intermediate to advanced Microsoft Office skills (Word, Excel, PowerPoint and Outlook).
- Analytical and IT technical problem-solving skills.
- Technical ability to conduct simple database queries using SQL and other basic software tools.
- Logical thinking and technical ability.
- Good customer service and ability to negotiate outcomes for clients.
- Ability to tactfully deal with people at all levels.
- Ability to take responsibility for customer problems and enquiries, actively following them through to conclusion within agreed performance standards.
- Excellent verbal and written communication.
- Organised and able to meet deadlines.
- Three years previous experience working in a direct customer service role, responding promptly and correctly to enquiries while handling tasks with a high degree of confidentiality, reliability, discretion, and flexibility.

Personal Qualities

The incumbent will need to present a professional image and build a strong relationships across the enterprise. Specifically, the role requires:

- Being a self-starter.
- Culture of delivery and closure on issues.
- Astute risk management.
- Sound judgment and analytical/evaluative skills.
- Well-developed relationship management, communication, consultation, and negotiation skills.
- Comfort working in an environment which is constantly evolving.

Capability Profile

Flexibility and Adaptability	Adjusts approach in line with changing priorities. Is open to acquiring and developing skills and knowledge, adapts to new ways of working or organise work to deliver results.	Foundation
Critical Thinking and Problem Solving	Objectively analyses and evaluates available data, points of view, needs of stakeholders and potential solutions before recommending relevant actions or decisions.	Intermediate
Digital and Technology Proficiency	Integrates digital and technological developments in the design and delivery of relevant policies, programs and services.	Foundation

Data Literacy	Utilises diverse data sources to improve the speed and quality of service delivery and decision making processes	Intermediate
Stakeholder Management	Identifies stakeholders impacted by decisions. Takes steps to keep interested parties engaged while managing expectations on outcomes.	Foundation
Knowledge Management	Establishes mechanisms to record and share knowledge and experience to enable the retention and expansion of corporate knowledge.	Foundation
Customer Focus	Understands customer needs, applies skills, knowledge and experience to deliver high impact services that address those needs.	Intermediate
Working Collaboratively	Collaborates with others, demonstrating an understanding of their value to the organisation.	Foundation