ROLE DESCRIPTION

Senior Customer Service Officer

Cluster	Stronger Communities	
Department	Department of Communities and Justice	
Division/Branch/Unit	Housing, Disability and District Services (Southern) / Southeast, South and North Sydney NSW Districts	
Location	Various	
Classification/Grade/Band	Clerk Grade 3/4	
Role Number	TBC	
ANZSCO Code	531111	
PCAT Code	1117392	
Date of Approval	02 May 2023	**Ref: SES 008**
Agency Website	www.dcj.nsw.gov.au	

Please see job notes and/or advertisement for more information on specific role qualification requirements and relevant experience.

Agency overview

The Department of Communities and Justice (DCJ) is the lead agency under the Stronger Communities Cluster. DCJ works to enable everyone's right to access justice and help for families through early intervention and inclusion, with benefits for the whole community. Stronger Communities is focussed on achieving safe, just, inclusive and resilient communities by providing services that are effective and responsive to community needs.

Primary purpose of the role

The Senior Customer Service Officer (SCSO) plays an integral role in providing front line services to the community from a local office (Community Service Centre or "CSC" or Service Hub "Hub"). This includes a range of client and administrative services that contribute to the effective delivery of quality services in the local office.

Each CSC or Hub, or in some cases a cluster (more than one site), is managed by a Manager Client Services (MCS).

The SCSO is responsible for the provision of a range of administrative functions at the local office..

Key accountabilities

The Senior Customer Service Officer (SCSO) is responsible for a range of administrative tasks and functions in the local office:

- Provide administrative support to the Manager Client Services and casework teams at the local office with a high level of attention to detail and a focus on customer service.
- Oversight and/or accurate preparation and data entry of information into DCJ corporate data systems and the DCJ client management system (ChildStory), maintaining client confidentiality at all times
- Accurate preparation, processing and reconciliation of accounts, payments and financial reports (including Fringe Benefits Tax returns) into the DCJ corporate data systems/SAP financials/PaTH within the approved guidelines, financial delegations and required timeframes.

- Implementation of administrative procedures and systems to ensure compliance with CS and CSC audit requirements and ensure office systems are designed to best meet work goals.
- Ensure record management systems are maintained in accordance with Agency guidelines and policy and the provisions of the State Records Act 1998.
- Provide support and customer service on reception and associated front counter duties including answering telephones and referrals to other service providers.
- Provide coaching, guidance and training to members of the administrative team to support a high level of teamwork and collaborative customer service
- Promote, foster compliance and adhere to the DCJ policies, processes and systems and DCJ's values and Code of Ethical Conduct

Key challenges

The principal challenge for the position holder is to provide quality and timely administrative services and building site management to the local office. Typically the administrative team operates in an environment of competing priorities.

Specific challenges in the position include:

- Maintaining quality client service to all clients in an environment where the nature of many matters managed in the local office are sensitive, clients may exhibit challenging emotional reactions and officers perform a range of duties including security via a CCTV.
- Providing effective support to casework teams and other local office professional staff where the work varies according to the team, for example early intervention, statutory child protection, out-of-home care, psychological services or legal services.
- Providing on-the-job guidance to Customer Service Officers (CSO) to reinforce formal training and to transfer skills gained though the experience of dealing with a wide variety of client service situations and fostering a team approach

Key relationships

Who	Why
Internal	
Line Manager	• Report directly to Line manager • Escalate issues, keep informed, advise and receive instructions
Team members	• Participate in meetings to share information and provide input on issues • Provide an effective and valuable two way liaison
Other DCJ divisions	• Liaise to ensure the provision of timely and accurate advice when requested
External	
Clients/Customers	• Respond to queries where possible, or redirect to the relevant party for review and resolution • Communicate, facilitate and monitor planned works and maintenance programs • Contribute to client-focused approach to service provision

Who	Why
Contractors / Service Providers	• Communicate, facilitate and monitor planned works and maintenance programs • Respond and resolve access or relevant issues, or redirect to the relevant party for review and resolution

Role dimensions

Decision making

Within agreed parameters, the SCSO is expected to operate with a degree of independence, managing their individual workload. The primary focus of decision making is in planning, prioritising and organising the work to be performed to best meet the administrative service objectives of the local office and is consistent with Agency priorities.

The position holder will generally contribute to the review of office operations, recommend budget requirements for administrative services, identify and recommend opportunities for improvements in emerging issues or stores and purchasing requirements.

Within Agency guidelines, policies and procedures, the position holder implements standards for the CSC's administrative operations.

Where the position holder has supervisory responsibility, the SCSO will assist CSOs by setting daily and weekly priorities within the overall priorities agreed with the Service Support Manager.

Reporting line

The role reports to the Service Support Manager (SSM).

Direct reports

Nil

Budget/Expenditure

Nil

Key knowledge and experience

- Demonstrated experience in coordinating and delivering administrative services across a range of administrative, clerical and client service functions.
- Demonstrated capacity to understand and implement policies and adhere to relevant legislative or regulatory requirements, e.g. obligations under the State Records Act, 1998.

Essential requirements

- Well developed interpersonal and communication skills to enable the provision of quality client counter and switch service in a high volume office where clients may express challenging emotional reactions.
- Capacity to work well in a team with fluctuating workloads and changing priorities.
- Capacity to set up and enable the operation of office equipment and associated software .

- Demonstrated computer skills in applications such as Microsoft Office and a good understanding and ability to use data management systems.

Appointments are subject to reference checks. Some roles may also require the following checks/ clearances:

- National Criminal History Record Check in accordance with the Disability Inclusion Act 2014
- Working with Children Check clearance in accordance with the Child Protection (Working with Children) Act 2012

Capabilities for the role

The NSW Public Sector Capability Framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs	Intermediate

FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural indicators**	**Level**
		• Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs	Intermediate
	Finance Understand and apply financial processes to achieve value for money and minimise financial risk	• Understand that government services budgets are limited and must only be used for intended purposes • Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information • Be aware of financial delegation principles and processes • Understand basic compliance obligations related to using resources and recording financial transactions	Foundational
	Technology Understand and use available technologies to maximise efficiencies and effectiveness	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security	Foundational

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role is not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability Group/Sets	**Capability Name**	**Description**	**Level**
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective project planning, coordination and control methods	Foundational