



Role Statement

Role title	Member Services Officer	Classification	ASO3
Branch	Super SA	Type of Appointment	Multiple
Section	Brand & Member Engagement	Position Number	Multiple
Approved by	Chief Executive, Super SA	Date	March 2025

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.
We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are



Talented, Clear Eyed and Curious

We are analytical, evidence based, innovative and creative.



High Performing

We are known for achieving successful and timely outcomes.



Trusted Partner

We work better together. We lead, partner, and collaborate to help solve the big challenges.



Agile

We organise around opportunities critical to our state and are flexible in responding to challenges.



Fulfilled and Fun

We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.

What we are known for

A world class Treasury and Finance.
A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Super SA

For over 120 years, Super SA has been helping members secure their financial future. Super SA is a superannuation fund for South Australian government employees and is a branch of the Department of Treasury and Finance.

Super SA is dedicated to championing the financial well-being of South Australians and is passionate about helping members to live their best life in retirement. Super SA's long-term success is largely due to the talent and expertise of staff who strive to create an environment that is supportive, safe and secure. The work culture is positive and inclusive, making it a rewarding and enjoyable place to work.

What this role is responsible for

- Providing accurate information on Super SA products, schemes, policies, business rules and eligibility criteria, legislation, insurance and taxation.
 - Calculating superannuation benefits and provide correct information on individual accounts and superannuation services
 - Ensuring accurate and timely delivery of services to members to a high customer service standard.
 - Building rapport with members to develop accurate, efficient solutions and liaise with a variety of stakeholders, including other government agencies, private industries and the public.
 - Developing high quality solutions and accurate outcomes for customers in a timely manner to build positive customer relationships.
 - Undertaking role specific training as required, to maintain compliance with statutory legislation.
 - Managing and maintaining accurate member records, including the maintenance of superannuation information and data in multiple databases.
 - Coordinating information, documentation and correspondence.
 - Taking initiative in the identification of issues, preparation and presentation of information for stakeholders.
 - Participating in continuous improvement projects to enable systems and services to better meet business and member requirements.
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Who this role reports to

The Member Services Officer reports to the Team Leader, Member Services.

Key Relationships/Stakeholders

- The Member Services Officer has extensive contact with internal and external customers.
 - Collaboration with all Super SA teams and other agencies is essential to achieve business outcomes.
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Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
- This role requires:
 - National Police Check
 - General Employment Probity Check
 - Working with Children Check
 - Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - Other:
- Some out of hour's work may be required. Intrastate and interstate travel may be required.
- The incumbent will be required to participate in the Departmental Performance Management Program.
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.

Essential Expertise

- Knowledge of and commitment to customer service excellence.
- Exceptional interpersonal skills and verbal, written and face to face communication skills.
- Able to handle difficult situations in a calm, positive and objective manner.
- Able to embrace new methods and adapt to change.
- Analytical and problem-solving skills and the ability to develop and implement solutions.
- Able to work on multiple tasks and prioritise those tasks to meet deadlines.
- Able to deal with sensitive issues with tact and diplomacy and maintain confidentiality.
- Able to build trust and cohesion with others.
- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*
- An understanding of and ability to work/manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines

Desirable Expertise

- Experience in the superannuation or financial services industry.
- Experience in defined benefit, accumulation scheme and/or account-based pension administration schemes.
- Experience in a call centre or customer service environment.
- Knowledge of superannuation and the schemes offered by Super SA.