



## **ASO2 Expiation Notice Officer Expiation Notice Branch**

### **ORGANISATIONAL OVERVIEW**

---

South Australia Police (SAPOL) provides a diverse range of services to the community. These services are aimed at producing a safe and peaceful environment by the minimisation of crime and disorder. It is a large complex organisation which, because of the nature of its operations, is constantly subject to public scrutiny and accountability. It provides services to a range of different locations (over 100) spread across the State on a 24 hour a day basis.

SAPOL's vision is to provide 'Safer Communities'. All SAPOL employees are guided by Our Values of Service, Integrity, Courage, Leadership, Collaboration and Respect. SAPOL is an organisation with a proud history and an exciting vision for the future.

### **POSITION OVERVIEW**

---

#### **Summary**

The Expiation Notice Officer is accountable to the Team Leader, Expiation Notice Branch and is engaged in the administrative assessment, processing and issuing of Expiation Notices and related functions. The Expiation Notice Officer ensures that a prompt and accurate level of customer service is provided to internal and external stakeholders in accordance with appropriate legislation, departmental policies, guidelines and procedures. The Expiation Notice Officer is also accountable for dealing with telephone enquiries in a call centre environment from members of the general public.

Service

Integrity

Leadership

Collaboration

Courage

Respect



**Special Conditions**

<b>Work Status</b>	The incumbent must hold a current Australian work eligibility status and will be subject to a criminal history check. The incumbent may be assigned to other duties at this remuneration level or equivalent.
<b>Location</b>	Adelaide CBD
<b>Qualifications</b>	N/A
<b>Out of Hours Work</b>	Some out of hours work may be required.
<b>Travel</b>	Some intrastate and interstate travel may be required.
<b>Performance Management</b>	The incumbent is required to participate in SAPOL's iEngage program.

**Reporting / Working Relationships**

The Expiation Notice Officer reports to the Team Leader and has working relationships with all other Branch staff.

**KEY OUTCOMES**

- Provide high quality information and assistance to the public via telephone, e-mail and other forms of online communication.
- Review and respond to correspondence from the public in accordance with legislation, local policy and standard operating procedures.
- Ensure the correct issue of Expiation Notices by verifying, adjudicating and providing accurate advice for the processing of camera detected images.
- Contribute to the achievement of individual and Branch performance benchmarks.
- Contribute to the prosecution of all alleged offenders who elect to be prosecuted by collating relevant documentation required for subsequent action.
- Expiate notices correctly by conducting reconciliations of daily transactions and accepting or rejecting payments in line with existing policies.
- Act on key reports to ensure the accuracy of information contained on the Expiation Notice System by verifying and correcting errors indicated by daily reports or other quality assurance sources.
- Maintain database records and perform general office administrative tasks such as minute taking, conducting audits and compiling relevant enquiries as required.

**QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE**

**Essential Minimum Requirements**

- Proven ability and willingness to consistently provide high level customer service in a call centre environment including dealing with difficult and aggressive callers.

- Demonstrated experience in communicating effectively verbally and in writing with individuals at all levels, both internally and externally to an organisation.
- Demonstrated keyboard skills in the use of large databases and Microsoft Office Applications including Word and Excel.
- Demonstrated ability to interpret rules, regulations, guidelines, instructions and procedures of an administrative nature in order to provide an accurate level of advice.
- Demonstrated ability to manage a high and varied workload, work under pressure, use initiative, deal with competing priorities and working under general direction to achieve results.
- Possess a high level of personal integrity, credibility, conduct and the ability to maintain confidentiality and a strong work ethic.

### Desirable Characteristics

- Experience with the Expiation Notice System (ENS), Vehicle Licence System (VLS), TRUMPS, SmartView+, Trim Content Manager and Capture, Adjudication & Recording System (CARS).
- Demonstrated keyboard skills of 8,000 keystrokes (alpha/numeric) per hour with 98% accuracy.

## CORPORATE RESPONSIBILITIES

---

- Maintain accurate and complete records in accordance with the *State Records Act 1997* and departmental policies, procedures and practice guidance.
- Act at all times in accordance with the Code of Ethics for the South Australian Public Sector and legislative requirements including (but not limited to) the *Public Sector Act 2009* and *Work Health and Safety Act 2012*.
- Actively contribute to SAPOLs commitment to treating everyone equally, regardless of their age, ability, gender diversity, sexuality, relationship and reproductive status, race, religion and culture.
- Demonstrate an understanding and commitment to **WH&S legislation**, principles and practices and risk assessment in accordance with the **WH&S Act (2012)**, regulations, approved codes of practice and AS/NZS ISO 31000:2018 Risk Management – Principles.