

Role Description



Government
of South Australia

SA Housing Trust

Role title	Customer Service Officer – Contact Centre		
Directorate	Customers and Services		
Business unit	Contact Centre		
Reports to	Team Leader	Classification	ASO2

Role Summary

The Customer Service Officer is a role within the SA Housing Trust Contact Centre and is accountable to the Team Leaders, and Manager, Contact Centre for:

Undertaking inbound and outbound contact and administrative processes as required, whilst providing accurate, responsive and timely client services, accurate recording of information pertaining to SA Housing Trust clients and modelling the behaviours aligned with the service values of SA Housing Trust.

Our Organisation

We are a modern, professional, effective, and high performing organisation that is a leader in customer service, innovation and partnerships within the housing, finance and services sectors.

We have dedicated staff who are proud of the difference our organisation makes and passionate about improving housing opportunities and outcomes, through several metropolitan and country locations around South Australia.

Our employment practices value diversity and inclusion and we welcome employees with a mix of background, characteristics, experiences, professional skills and perspectives.

Our Division

Customers and Services works in partnership with the social housing sector to deliver statewide homelessness support and emergency accommodation services, access to private rental housing and tenancy and specialist services for public housing customers.

We are part of the broader housing and homelessness system, determined to drive outcomes that increase the independence of our customers and achieving their long-term housing aspirations.

Primary outcomes and responsibilities

Respond to client enquiries from SA Housing Trust tenants, customers, and the general public providing both incoming and outbound services.

Maintain and undertake high quality client service provision and administrative activities associated with client service programs.

Provide culturally appropriate communication including efficient telephone and email services to all customers and colleagues.

Respond to enquiries, including providing information about eligibility, policy and arranging appointments as required.

Discuss outstanding debt arrangements with clients, negotiate and arrange agreed repayment plans, within guidelines.

Maintain and provide advice that is compliant with SA Housing Trust policy and procedural guidelines.

Accurately record system data including details of all contact pertaining to SA Housing Trust tenants/clients.

Work collaboratively to develop effective working relationships with peers, staff and stakeholders in order to deliver quality and timely communications and service.

Provide a responsive level of client service enabling stakeholders to meet their business needs.

Contribute to the establishment of processes to gather feedback from clients that contribute to ongoing improvements.

Participate in team meetings and development opportunities.

Participate in team rotation.

Share information and provide advice and support to other office and regional staff.

Participate in projects that contribute to the development and review relevant continuous improvement activities.

Work independently and in a team environment in a spirit of cooperation.

Participate in SA Housing Trust's Business Continuity Planning activities.

Corporate responsibilities

Support and advocate Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under-represented groups.

Model ethical behaviour and practises consistent with SA Government Code of Ethics for Public Sector Employees.

Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG).

Understand and follow safe work practices, identify and report all hazards, take reasonable care of own safety and that of others and contribute to safety and wellbeing improvement.

As a White Ribbon Accredited workplace, SA Housing Trust has a zero tolerance towards violence in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Housing Trust regarding acceptable workplace behaviour.

A genuine commitment to Reconciliation and achieving the actions set out in our Reconciliation Action Plan and to creating an environment that is inclusive, respectful, free from racism and culturally safe.

Special conditions

Successful applicant will be required to satisfactorily complete a National Police Clearance prior to being employed.

Working relationships

Team Leader (direct line manager)

Contact Centre Manager

Managers and staff across SA Housing Trust

Other government and non-government agencies and service providers

Selection criteria (knowledge, skills, aptitude and experience)

Demonstrated ability to take prompt action to solve problems, act on own judgement without prompting and look to go beyond job requirements to achieve objectives.

Utilise experience in performing administrative duties within an office environment and demonstrate knowledge of how to perform common administrative tasks.

Experience working with clients with complex needs or in crisis situations and responding appropriately to difficult situations involving conflict.

Ability to interact with computer systems efficiently and adapt to changes in technology and/or systems when they occur.

Qualifications	Essential or desirable
Not Applicable	

South Australian Public Sector Values

Service  We proudly serve the community and Government of South Australia	Professionalism  We strive for excellence	Trust  We have confidence in the ability of others	Respect  We value every individual
Sustainability  We work to get the best results for the current and future generation of South Australians	Collaboration & Engagement  We create solutions together	Honest & Integrity  We act truthfully, consistently and fairly	Courage & Tenacity  We never give up

Approved date

N Tuffnell, 30 July 2024