



Role Statement

Role title	Senior Member Services Officer	Classification ASO4	ASO4
Branch	Super SA	Type of Appointment	Temporary
Section	Member Services	Position Number	
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 being the most trusted superannuation fund for current and former South Australian public servants. 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

- Generate and collate reports to monitor and measure service delivery volumes and service performance.
 - Provide forecasting of workforce requirements across service channels, identifying tolerance and alert levels for roster shortages.
 - Develop responsive workforce rosters, incorporating shrinkage factors including leave, training and meeting attendance requirements, across all service delivery channels.
 - Collaborate with the leadership team to develop workforce action plans for delivery of services and achievement of team goals
 - Maintain good knowledge of legislative and policy requirements.
 - Provide advice and assistance in the resolution of complaints and complex enquiries.
 - Coach, develop and mentor team members as required.
 - Develop and maintain process instructions and conversation guides.
 - Maintain information contained on the Member Services knowledge database
 - Maintain interaction quality standards.
 - Review samples of interactions and assess based on quality standards.
 - Provide feedback to the Team Leader on quality outcomes for discussion with team members on individual coaching and discussions.
 - Proof-read and edit outgoing member correspondence.
 - Identify training needs highlighted through quality assurance processes.
 - Represent Member Services and/or Directorate in various project and working groups.
 - Collaborate with others across the business to support the execution of business strategies.
 - Contribute to a culture of continuous improvement and service excellence
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Who this role reports to

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

Key Relationships/Stakeholders

- Works closely with the leadership group and all staff in the Member Services team
 - Staff and management across Super SA
 - Staff across Department of Treasury and Finance
 - External vendors and stakeholders
 - Members of Super SA, including their representatives
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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.
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Essential Expertise

- Demonstrated understanding of schemes administered by a superannuation fund.
- Proven experience in workforce planning activities within a Contact Centre environment, including development of clear recommendations regarding rostering plans, managing real-time queues and KPI/SLA management and reporting.
- Demonstrated high-level use of initiative, self-motivation and ability to adapt and respond to changing and emerging priorities.
- Demonstrated ability to critically evaluate complex enquiries and confidently make decisions showing sound judgement.
- 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 to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.

Desirable Expertise

- Good understanding of the schemes administered by Super SA and related legislation.
- Experience working in a service delivery role within a contact centre and front counter environment.
- Experience in project and/or continuous improvement processes and methodologies.
- Knowledge of customer service principles.
- RG146 (for the Superannuation Industry) compliant.