



Courts Administration Authority JOB PROFILE

Position	CourtSA Contact Centre Consultant
Division	CourtSA
Remunerations	ASO2

THE ORGANISATION

The Courts Administration Authority (CAA) is constituted by the Courts Administration Act 1993. The Act established the State Courts Administration Council as an administrative authority independent of control by executive government and to confer on the Council power to provide courts with the administrative facilities and services necessary for the proper administration of justice.

Participating courts of the Authority are the Supreme Court, District Court, Environment, Resources and Development Court, Youth Court, Magistrates Court, and the Coroner's Court.

COURTSA CONTACT CENTRE

CourtSA Contact Centre provides information and advice via telephone, email and LiveChat enquiries to court users, legal practitioners and members of the public across civil and criminal jurisdictions.

The Contact Centre manages approximately 100,000 incoming calls, 87,000 email and 11,000 Live Chat enquiries per annum.

THE ROLE

The CourtSA Contact Centre Consultant is responsible for providing administrative support and high-level customer service in a contact centre environment, including procedural advice and assistance on court processes, Rules of Court, and online systems.

KEY RELATIONSHIPS

This position reports to the Manager, CourtSA Contact Centre and works closely with the Process Review Officer, Senior Consultant and other team members.

This position maintains key working relationships with:

- CAA Senior management, managers across divisional areas, registry staff and other CAA staff.

- Court users including Government and Non-Government organisations working in related areas and members of the public and the legal profession.

KEY ACCOUNTABILITIES / RESPONSIBILITIES

Customer Service

- Provide quality email, LiveChat and telephone based procedural advice and assistance regarding court processes, rules, and online systems in accordance with relevant service standards.
- Build strong relationships with both internal and external stakeholders through the timely response of client enquiries, escalating complex matters as appropriate.
- Assist in the effective day to day operations of the CourtSA Contact Centre Team by ensuring time and quality standards are met.
- Deliver accurate and timely completion of a wide range of administrative tasks including general processing and data entry.
- Maintain the integrity and accuracy of databases and records including retrieving and archiving information as required.
- Comply with privacy requirements and legislative obligations ensuring confidentiality, privacy and integrity of information is not compromised.
- Liaise with stakeholders to support the delivery and administration of relevant court programs, systems, and services.

SELECTION CRITERIA

Essential

- Experience in providing an effective customer contact and quality client-focused service.
- Proven ability to work as an effective member of a team, including delivering own work requirements, supporting others, and contributing to team and broader organisation outcomes.
- Demonstrated interpersonal, negotiation and communication skills necessary for resolving conflict and dealing with difficult situations.
- Sound communication skills (both verbal and written) including the ability to address and resolve client queries in a challenging environment.
- Exercise tact, judgement and initiative when obtaining information from and dealing with customers.
- Ability to exercise attention to detail in dealing with complex administrative and records management related tasks.
- Proven time management skills including determining priorities and achieving agreed objectives while maintaining a quality customer service.
- Ability to understand and interpret legislation, regulations and court procedures.
- Good understanding of computer concepts and use of applications within a Microsoft Windows / MS Office environment.

Desirable

- Experience working in a Court Registry and/or call/contact centre.

- Proficiency in using call centre technology and software systems, such as CXOne or Touchpoint.

Qualification

- No essential qualification required.

SPECIAL CONDITIONS

The following special conditions apply to this position:

- Appointment is under the *Courts Administration Act 1993*. Terms and Conditions of employment are governed by the *Public Sector Act 2009*.
- Appointment is dependent upon a current National Police Certificate that the CAA finds satisfactory.
- As a justice agency, the CAA may receive details of spent convictions as part of any Criminal History Screening and use this information in the selection process.
- Appointees may be required to disclose their COVID-19 vaccination status.