



## **ASO3 Client Services Officer State Operations Service**

### **ORGANISATIONAL OVERVIEW**

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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**

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#### **Summary**

The State Operations Service is responsible for the provision of high-quality policing services to the regional communities of South Australia.

The Client Services Officer will be required to undertake multi-skilling and job rotation across a range of work areas and locations within their allocated Region, as directed by the Administration Manager. These may include operations, investigations, administrative units, or police stations. The Client Services Officer is expected to provide administrative support across these areas as required, in line with operational demands.

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>	State Operations Service
<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 Client Service Officer formally reports to the Regional Administration Manager however indirectly reports to a Senior Sergeant, sworn officer in charge of a Police station or the Administration Manager (depending on work location). The position liaises with members of the public and has working relationships with sworn officers, administration staff, contractors and stakeholders from other agencies.

**KEY OUTCOMES**

- Deliver professional, courteous front counter services delivered across face-to-face, phone and email, including the triage and resolution of sensitive enquiries.
- Assess and differentiate between criminal and civil matters, applying judgement, suitable referral pathways and appropriate escalation to a sworn officer.
- Complete high-quality report taking to required standards, with clear narratives and correct offence classification to support subsequent investigations.
- Undertake initial investigative tasks as directed and escalate matters requiring sworn officer involvement.
- Assist sworn officers by performing administrative support tasks, such as sourcing and obtaining CCTV footage to support investigations.
- Administer firearms registration transactions ensuring compliance with SAPOL procedures.
- Handle property and exhibits handed into the police station with support of a sworn officer.
- Undertake financial transactions processed via SAPPOS with end-of-shift reconciliation, weekly banking prepared and audit compliance.
- Assist with managing incoming and outgoing correspondence and official documents efficiently and securely, ensuring timely distribution and privacy compliance.
- Support general administrative functions, audits and continuous improvement initiatives as directed.

- Manage and maintain physical facilities, property, equipment, maintenance requirements and consumables in accordance with SAPOL purchasing and supply guidelines.
- Perform revenue and financial functions, including receipting, banking, payment of accounts, cash reconciliation, preparation of financial summaries and management reports, and accounts payable.
- Maintain asset registers, assist with local area audits and ensure accurate reporting for the Region.
- Provide a broad range of administrative support functions, including fleet management, HR documentation, requisitioning of stationery and supplies, and preparation of agendas and minutes.

## **QUALIFICATIONS / SKILLS / KNOWLEDGE / EXPERIENCE**

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### **Essential Minimum Requirements**

- Ability to interpret organisational policies and established procedures, and at times exercising judgement and initiative when information is incomplete or situations require clarification.
- Experience with the use of digital systems and databases to support administrative functions.
- Effective written and verbal communication skills, including the ability to de-escalate situations, provide support to distressed individuals, whilst maintaining confidentiality and professionalism.
- High level of accuracy and attention to detail in data entry and record management.
- Experience delivering high-quality customer service within fast-paced and/or sensitive work environments.
- Strong organisational and time-management skills, with the ability to manage competing priorities and work autonomously when required.

### **Desirable Characteristics**

- Previous experience working in a government agency and/or essential service particularly in a front counter environment
- Knowledge of SAPOL General Orders and SAPOL Operating Procedures

## CORPORATE RESPONSIBILITIES

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- 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 SAPOL's commitment to being an inclusive workplace where everyone is safe, respected and supported to reach their potential by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspective.
- 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 – Guidelines.