



Role Statement

Position title: Customer Service Officer

Position no: Various

Classification: ASO3

Review date: April 2026

Directorate: Planning and Building

Business unit: PlanSA

About us

Our department's primary objective is the delivery of homes and housing options for South Australians. In response to the national housing crisis, we are committed to accelerating the build of a diverse range of housing options. We strive to find solutions to the urgent demand for housing security.

Our mission focuses on coordinating various portfolios related to housing, housing infrastructure, urban development, and planning. By ensuring sound decisions and efficient management, we strive to create sustainable, well-planned communities offering safe and affordable housing options.

Planning and Land Use Services (PLUS) a directorate of the Department for Housing and Urban Development is an innovative and impactful team of land and built environment professionals that manage the planning and land use systems and policy tools for the state. This includes strategic planning, growth management, design and land use services – all with a focus on creating more vibrant, diverse and engaging places for our communities to thrive.

Join us in our endeavour to address one of the most pressing challenges of our time and make a tangible difference in the lives of our community.

OUR VALUES: Professionalism | Service | Respect | Courage and Tenacity | Collaboration and engagement | Trust | Sustainability | Honesty and Integrity |

About this role

The primary purpose of the Customer Service Officer is to provide first level customer support to the customers of South Australia's online planning systems through an integrated multi-channel approach (emails, face to face and calls). The role involves providing technical and non-technical support to all system users and managing all cross-functional matters in relation to the ePlanning platform.

Who will you work with

- Reports to the Senior Customer Service Officer
- Internal and External Stakeholders
- Team members from PlanSA Service Desk and Delivery and Support Teams
- PlanSA Leadership Teams
- DHUD and other SA Government agencies

Conditions

- Some out of hours' work may be required.
- Working times based on a rotating roster from 8.30am to 5.30pm.
- Some intra state, international and interstate travel may be required.
- Required to maintain a safe working environment by adopting appropriate hazard management practices consistent with the role.
- Compliance with Government legislation, Code of Ethics for the SA Public Sector, Departmental policies and procedures, including information management, WHS and injury management, risk management, and the access / equity / diversity strategies of the public sector.
- Required to obtain a National Police Check prior to employment. A renewal will be required every 3 years.

What you will do

Key responsibilities

Provide seamless customer support

Specified duties

- Model and promote a high standard of customer service through effective communication and service delivery.
- Respond to customer enquiries through multiple channels in a timely manner.
- Efficiently identify and triage enquiries to supporting teams.
- Work collaboratively with all PlanSA teams to deliver effective technical support to customers.
- Prioritise and manage conflicting customer enquiries through multitasking and at times, within tight timeframes.
- Follow PlanSA's incident response process for high priority issues.

Performance indicator/ measurement

- Customer Experience Survey.
- Responsiveness of customer through commendations.

Contribute to the efficient and effective operation of the Service Desk

- Efficiently manage multiple enquiry requests via a ticketing system.
- Prioritise and manage conflicting service requests within timeframe.
- Actively participate in regular coaching sessions to improve learning and development.
- Work with team to deliver business objectives and meet performance goals.

- Accuracy in record keeping.
- Responses or follow up actioned as per agreed timeframes.
- Level of efficiency in closing tickets.
- Level of efficiency with call handling.

Utilisation and continuous improvement of business systems to support a broad variety of internal and external stakeholders

- Manage and maintain stakeholder engagement through various methods.
- Manage customer feedback and proactively provide insights for future enhancement considerations for systems and processes.
- Work collaboratively with the Tech Support Delivery team to deliver on better ways and solutions for customers.

- Consistency in contribution to enhancement work.

Technical Support

- Providing first level trouble shooting support to users of the ePlanning systems which includes but not limited to; the DAP, SAPPA and Planning and Design Code.
- Guide customers on the utilisation of the planning systems.
- Liaise with technical support teams within PlanSA and other ICT teams across departments to manage user provisioning requests.

- Solutions delivered that meets customer's current and future needs.
- Minimum repeat callers for the same issue.

Contribute to Culture

- Actively participate and contribute to responsible and safe work practices.
- Embrace diversity and cultural differences in the workplace.

- Work practices are safe and Work Health and Safety legislation, policies and procedures are adhered.
- Respectful behaviour observed when faced with diversity/differences in opinion.

The capabilities you will bring

Technical expertise

- Experience in technical systems or business program related support.
- Experience working in Service Desk/Call Centre environment (desirable).
- Knowledge of any ePlanning systems (desirable).

Personal abilities

- Good verbal and written communication skills.
- Strong attention to detail and effective record keeping skills.
- Ability to prioritise and work efficiently to produce desirable results within given timeframes.
- Good problem-solving skills.

Experience

- Experience delivering excellent customer experience.
- Ability to manage multiple customer service requests.