

# Position Description

## Business and Customer Support Officer

### Why work with us

Every child and young person deserves a great education.

We have a strategy that aims to unlock every child's potential now and into the future, one that in partnership with learners, students, parents and the wider South Australian community will build a world-leading public education system. One that is equitable and prioritises learning and wellbeing.

Together we will make our education system the best it can be.

When our children and young people thrive, so do our communities and our state.

### Our values

We are part of the South Australian public sector and share the values of:

 SERVICE	 PROFESSIONALISM	 TRUST	 RESPECT	 COLLABORATION & ENGAGEMENT	 HONESTY & INTEGRITY	 COURAGE & TENACITY	 SUSTAINABILITY
We proudly service the community and the South Australian Government.	We strive for excellence.	We have the confidence in the ability of others.	We value every individual.	We create solutions together.	We act truthfully, consistently, and fairly.	We never give up.	We work to get the best results for current and future generations of South Australians.

### About this role

The department's Family Day Care Programs directorate oversees the delivery of high-quality home-based care for children through Family Day Care, Guardianship Family Day Care and Respite Care programs, in line with the National Quality Framework for early childhood education and care, the South Australian Children and Young People's Safety Act and National Disability Insurance Scheme.

The Business and Customer Support Officer is responsible for delivering high quality customer service support and administrative functions in relation to home-based care fees, levies, enrolments, payments and compliance.

The role works collaboratively within a team environment providing business support to educators and care providers, delivering accounts payable and receivable functions, undertaking tasks in relation to child care subsidy and other core compliance requirements, and supporting families to establish and maintain enrolments.



<b>Position title</b>	Business and Customer Support Officer
<b>Classification</b>	ASO2
<b>Division</b>	Office for the Early Years
<b>Directorate</b>	Family Day Care Programs
<b>Location</b>	30 Flinders Street, Adelaide SA 5000
<b>Reports to</b>	Business and Customer Support Team Leader
<b>Direct reports</b>	Nil
<b>Role description date</b>	January 2024

### What you will do (key outcomes)

1. Undertake a range of customer service and business administrative functions in a professional manner through a roster of task allocations that reflects business and customer demands.
2. Deliver effective and efficient customer service through contact management (calls, emails) and information provision to educators and families.
3. Be proficient in following business processes and using data systems, and providing advice and support to educators, families and service staff to build their knowledge and understanding.
4. Undertake financial management processing and review tasks in line with business processes and in compliance with relevant legislation.
5. Be a team player in identifying service improvements and being part of implementing improved processes and ways of working.
6. Help to maintain a safe and healthy working environment by proactively reporting incidents, hazards and injuries.



### The capabilities you will bring (key competencies)

- **Communication and interpersonal skills:** Ability to apply excellent communication and interpersonal skills to liaise effectively across a diverse range of peoples and cultures and to apply tact and discretion when dealing with sensitive and confidential matters.
- **Customer service:** Ability to demonstrate a professional and friendly approach to supporting customers focussed on understanding and meeting their needs.
- **Time/Task management:** Ability to work under general direction, using initiative and judgment to understand and resolve queries, and prioritising competing demands to meet customer service objectives.
- **Administrative:** Ability to undertake accurate and timely range of functions within a complex multitask program environment, including maintaining databases and spreadsheets.

<b>Who you will work with (key relationships)</b>	<b>Qualifications</b>
Department Business and Customer Support Team staff	<b>Essential:</b> Nil <b>Desirable:</b> Nil

<p>Other Family Day Care Programs Directorate staff Department FDC Educators, and in some cases GFDC carers or Respite Care providers. Department FDC registered families and new families</p> <p>Relevant Australian Government agencies, State Government departments, non-government agencies and community organisations.</p>	
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Corporate responsibilities	Special conditions
<p>Keep accurate and complete records</p> <p>Act appropriately in line with the Public Sector Code of Ethics at all times</p> <p>Support diversity and promote an inclusive workplace for everyone</p> <p>Maintain a commitment to Work Health and Safety legislative requirements</p>	<p>You may be asked to work out of hours</p> <p>You may need to travel within or outside South Australia</p> <p>You need to achieve mutually agreed performance goals</p> <p>You must have a current Working with Children Check</p> <p>You must do Responding to Risks of Harm, Abuse and Neglect – Education and Care training</p> <p>You must be an Australian resident or provide evidence you have a current work permit</p>

<p><b>Assessed by:</b> Alejandra G Duron, P&amp;C Consultant</p>		<p><b>Approved by:</b> Jodie Arnold, Assistant Director Family Day Care Programs</p>	
<p><b>Date:</b> February 2024</p>		<p><b>Date:</b> March 2024</p>	