

Job and Person Specification

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| Title of Role: | Client Services Officer | Classification: | ASO2 |
| Business Unit: | Consumer and Business Services | Position Number: | Multiple |
| Branch: | Occupational Licensing | | |

Primary Purpose

The Client Services Officer is responsible for providing prompt frontline services and accurate information to Consumer and Business Services customers, including via telephone, face-to-face, and electronic channels.

Job Environment

The Attorney-General's Department (AGD) is a key portfolio within the South Australian Government, employing more than 1,900 staff. AGD delivers high-level legal services and advice to Ministers and government agencies, provides specialist policy support, oversees regulation and compliance functions, and delivers essential services directly to the community.

Consumer and Business Services (CBS) is a division of the Attorney-General's Department and is responsible for protecting consumers, supporting and regulating businesses and recording significant life events for South Australians. CBS is customer focussed and flexible in its activities, providing accessible information and services.

Reporting Relationships

Reports to a Team Leader within Licensing and Registration.

Escalates operational process matters to a Senior Client Services Officer or Senior Operations Officer in Licensing and Registration

Key Relationships/Interactions

- Staff and across Licensing and Registration.
- Staff from State government agencies, local government and other related organisations.
- Clients of Licensing and Registration.
- Other staff of the Attorney-General's Department.
- Service providers and industry stakeholders.

Special Employment Conditions

- Some out of hours work may be required
- May be required to work in any area of Licensing and Registration as determined by business needs.

AGD Conditions

- Effectively embed AGD People and Leadership Expectations into all actions, activities and work processes
- Participate in bi-annual Performance Development Plan (PDP)
- Proactively seek learning opportunities, including in the timely completion of all mandatory training requirements
- Comply with the Code of Ethics for the South Australian Public Sector, relevant legislation and AGD policies and procedures
- Employment is dependent upon a compliant National Police Certificate that the AGD finds satisfactory.

Diversity

The Attorney-General's Department values workplace diversity and is committed to providing an inclusive work environment where employees feel respected, valued and empowered to be themselves, we are also committed to reconciliation and strongly value First Nation's perspectives in the community and workplace.



Flexible Working Arrangement Options

The South Australian public sector promotes diversity and flexible ways of working including part-time. You are encouraged to discuss the flexible working arrangements for this role. Flexible working arrangement options for this role may include:

- Flexitime
- Part-time
- Job Sharing
- Compressed weeks
- Work from home arrangements

Responsibilities

This Job and Person Specification provides an indication of the type of duties you will be engaged to perform. You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform. The Client Services Officer is responsible for:

| Key Responsibilities | Specified Duties | Performance Indicator/Measurement |
|--------------------------------------|--|--|
| Customer Services | <ul style="list-style-type: none"> • Provide high quality information and assistance to clients via telephone, face-to-face, e-mails and other forms of communication | <ul style="list-style-type: none"> • Performance management and development plan implemented in consultation with Team Leader/Manager • KPIs for excellent customer service are met or exceeded • Customer complaints are effectively responded to and escalated promptly where appropriate |
| Assessments and Processing | <ul style="list-style-type: none"> • Process various applications, assess to identify whether legislative requirements are met and make appropriate recommendations. • Produce and check follow up documentation for applications and periodic returns as required | <ul style="list-style-type: none"> • Processing KPIs are met or exceeded |
| General Administrative Duties | <ul style="list-style-type: none"> • Perform a broad range of clerical and administrative duties, including creation of files, data entry, checking exception reports and records management tasks | <ul style="list-style-type: none"> • Administrative duties are completed on time and in accordance with relevant policies and procedures |
| Financial Duties | <ul style="list-style-type: none"> • Receive monies, balance daily receipts against financial reports and the issue refunds | <ul style="list-style-type: none"> • Receipting, banking and refunding policies and procedures are adhered to • Balancing of cash float is performed daily and any discrepancies resolved before end of next working day. |
| Business Process Improvement | <ul style="list-style-type: none"> • Raise issues and ideas relating to processes, with a focus on improving customer service | <ul style="list-style-type: none"> • Contribute at staff meetings and provide feedback on processes. |
| Compliance | <ul style="list-style-type: none"> • Responsible and accountable for adhering to the requirements of the WHS Act 2012; relevant WHS Regulations 2012; the Equal Opportunity Act 1984; the PS Act 2009; the Code of Ethics for Public Sector | <ul style="list-style-type: none"> • Active participation and contribution in responsible and safe work practices. |



| Key Responsibilities | Specified Duties | Performance Indicator/Measurement |
|------------------------------|--|--|
| | employees; the principles of diversity; and the Department's policies and procedures; <ul style="list-style-type: none"> • Keep accurate and complete records of business activities in accordance with the State Records Act 1997 | <ul style="list-style-type: none"> • Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department; • Documents and correspondence filed according to States Records Act, 1997. |
| Contribute to Culture | <ul style="list-style-type: none"> • Display constructive behaviours in line with AGD's people expectations of self-awareness, building trust, and building teams. • Seek feedback and review personal performance. • Develop effective working relationships, be approachable and work cooperatively with others to achieve outcomes. • Communicate proactively and prioritise workload effectively, asking for guidance and negotiating deadlines where appropriate. • Identify and undertake personal professional development. • Actively participate and contribute to responsible and safe work practices. • Embrace diversity and cultural differences in the workplace. | <ul style="list-style-type: none"> • Feedback on performance from peers and leaders is positive. • Priorities are effectively communicated and negotiated. • Personal development is undertaken. • 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. |

**Capabilities relevant to the role
(Qualifications, Skills, Knowledge and Experience)**

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|------------------|--|
| Essential | <ul style="list-style-type: none"> • Demonstrated ability to contribute to a constructive workplace culture. • Sound interpersonal skills and ability to establish and maintain productive working relationships with colleagues and other relevant stakeholders. • Demonstrated experience providing high level customer service and complaints handling. • Proven ability to effectively handle large workloads and competing demands and deadlines. • Ability to work as a part of a team. • Knowledge of the principles and the practice of OHS, Equal Opportunity, the PS Act 2009, employee conduct standards and diversity appropriate to the requirements of the role. |
| Desirable | <ul style="list-style-type: none"> • Experience in interpretation and administration of legislation. • Experience in interpreting legislation that impacts on licence/registration eligibility • Experience using CBS databases and cashiering systems • Knowledge of CBS process and policies • Experience in the use of Microsoft applications • Experience in conducting comprehensive assessments of the merits of applications and providing detailed written advice with recommendations to ensure decision makers are appropriately informed. |



Behavioural Capabilities and AGD People Expectations

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are expected to behave in accordance with the AGD People Expectations of being self-aware, building trust and building teams. Descriptors below detail the behavioural capabilities required for performance in the Client Services Officer role. KEY behaviours for this role are listed with the critical behaviours highlighted in **bold**. This broader group of behaviours are applicable to your ongoing success in the role.

| | Strategic Focus | Results Orientation | Service Delivery Excellence | Relationship Management | Professional Approach and Drive |
|---------------------|--|------------------------------------|---|--|--|
| Strategic | Shapes Strategic Thinking and Change | Achieves Organisational Results | Drives Business Excellence | Forges Relationships and Engages Others | Exemplifies Personal Drive and Professionalism |
| Tactical | Promotes Strategic Thinking and Change | Achieves Team Results | Delivers Business Excellence | Establish Relationships and Engages Others | Models Personal Drive and Professionalism |
| Operational | Supports Strategic Direction | Achieves and Monitors Own Results | Supports Service Delivery Excellence | Fosters Working Relationships | Supports Personal Drive and Professionalism |
| Foundational | Understands the Strategic Direction | Achieves Individual Results | Contributes to Service Delivery Excellence | Maintains Working Relationships | Demonstrates Personal Drive and Professionalism |

| Element | Behaviours |
|--|---|
| Strategic Focus (Foundational) | <ul style="list-style-type: none"> Knows how own work contributes to goals and plans Recognises how own work impacts on others Identifies risks within own work practices Is flexible to changing priorities Is open to change and new approaches |
| Results Orientation (Foundational) | <ul style="list-style-type: none"> Follows due process to achieve outcomes Identifies solutions which are practical and achievable Delivers results by agreed timeframes Pays attention to detail to ensure accurate/quality results Actively contributes to continuous improvement Is responsive and shows initiative |
| Service Delivery Excellence (Foundational) | <ul style="list-style-type: none"> Seeks guidance/advice from others where necessary Shares awareness of potential problems and opportunities Shares capability and expertise to achieve outcomes Delivers high quality internal and external customer service Effectively manages their own performance positively contributing to team performance |
| Relationship Management (Operational) | <ul style="list-style-type: none"> Develops effective working relationships and internal networks Shares information and knowledge as appropriate Takes into account the situation and audience Actively listens and communicates clearly |
| Professional approach and Drive (Foundational) | <ul style="list-style-type: none"> Maintains strict confidentiality of information Remains positive and recovers quickly from setbacks Pro-actively seeks to develop skills and knowledge Receptive to feedback and uses to improve performance Looks after own wellbeing and raises concerns where necessary |

