

Role description

General information

Title:	Regional Customer Services Officer			Classification:	ASO2
Division:	Regions	Branch:	Regional Customer Services	Business unit:	Regional Customer Services
Type of appointment:	Casual	Hours of duty:	Casual - Irregular Hours	Location :	Loxton, Mount Gambier, Naracoorte, Murray Bridge, Nuriootpa, Port Lincoln, KI

About us

South Australia is internationally recognised for the quality of its agriculture, food, and wine. Our regions are the backbone of our state and the economic powerhouse that drives prosperity for all South Australians.

The Department of Primary Industries and Regions (PIRSA) is a key economic development agency working in partnership with our primary industries, regional stakeholders and across all levels of government to advance the prosperity and sustainability of South Australia's primary industries and regional communities.

We are a passionate team of around 800 people working across metropolitan and regional South Australia to develop and protect our state's regions and food, wine, aquaculture, fisheries, forestry, grains, livestock, dairy and horticulture industries.

Purpose

The primary purpose of the role is to work in partnership with PIRSA Business Divisions to provide high quality, efficient and cost-effective business and administrative services, support and implement targeted business improvement projects.

The role contributes delivering the agency's [priorities](#) including:

- Organisational performance as a modern, flexible, and responsive organisation that values and develops its people.
- Build partnerships with industry, stakeholders, research organisations and regional communities.

This is a generic role description covering the Regional Customer Services Officer role, which is required at a range of PIRSA locations across the State. The Regional Customer Services Officer contributes to the effective ongoing delivery of the Branch's, and the Division's operations and functions, which underpins the strategic objectives of the Agency. In this capacity, this role provides effective and responsive, front counter customer service delivery, administrative, project / program and business support to PIRSA operational staff.

Key accountabilities

- Both internal Business Divisions and external customers receive timely, accurate and high-quality services, products, and information, which meets their requirements and complies with all relevant quality and regulatory standards.
- Customer needs are effectively responded to, and considerable effort is made to understand customer requirements, to give clear and consistent information, advice, or service, and to ensure customer satisfaction. Customer enquiries or complaints, received via face to face, phone or email, are followed up, or referred to a more appropriate officer, in a timely and supportive manner. Assistance is provided to support the collection and evaluation of customer feedback, which supports
 - Effective and collaborative working relationships are developed and maintained between team members, across Divisions, with customers and key stakeholders.
 - A broad range of business and administrative processes and procedures are effectively implemented and maintained including active participation and assistance through regular compliance and quality assurance processes coordinated through the Business Manager. Business systems, tools and processes are effectively utilised to support programs and performance. Support is provided for the accurate and timely delivery of assigned financial functions and reporting activities, in accordance with PIRSA guidelines and procedures, including exercising

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<p>improvements in customer service delivery, including regional intelligence gathering.</p> <ul style="list-style-type: none"> Effective processing of PIRSA Transactional services for all Divisions using PIRSA systems and process. Transactions relating to the application for and provision of, licenses, permits and payments is delivered in a timely and appropriate manner. 	<p>limited financial delegations.</p> <ul style="list-style-type: none"> A range of administrative assistance is provided to support the effective organisation and coordination of various specifically assigned meetings, conferences, functions, appointments, and special events, including Field Days as requested.
<h2>Key deliverables / results</h2>	
<ul style="list-style-type: none"> Delivery of high quality, timely, accurate front counter, and administrative services to both internal and external customers. Provision of project and program support to PIRSA Divisions as required. Ensuring a collaborative approach is applied, when providing support to site related activities, actions, and outcomes to achieve Agency outcomes. Support is provided to a range of PIRSA, community and industry events, hosted on or off site, including coordination of PIRSAs presence at the four major field days and effective marketing and promotion of the Agency's services and products. Sound organisational knowledge is maintained and shared, of PIRSAs functions and activities to ensure general enquiry questions can be answered effectively and efficiently to both internal and external customers and stakeholder. 	<ul style="list-style-type: none"> Site Safety Management Plans (SSMP) are administered by supporting Regional Site Managers in their role through delivering administrative functions that support SSMP actions and management of other site issues. Coordination of site asset management services for PIRSAs Asset Management Group. Support Divisional fleet and asset management requirements, including undertaking internal audits, stocktakes and maintenance of asset management systems, (Hardcat). Records management systems are maintained and used to manage, coordinate, and monitor all incoming and outgoing communications/correspondence, as per agency standards. Effective relationships are built and maintained, to facilitate undertaking the coordination of collaborative activities / tasks, in association with other Divisional units and staff, to ensure outcomes are achieved.
<h2>Relationships</h2>	
<p>Role reports to the Coordinator, Regional Customer Services, Regions.</p> <p>The position also:</p> <ul style="list-style-type: none"> Provides support, where applicable, to either a Regional Site Manager and Divisional operational staff. Maintains positive working relationships with all Divisions across PIRSA. Liaises with internal and external customers to support the provision of quality services. Maintains a close working relationship with the Business Manager for administrative policies, procedures, and activities. 	<ul style="list-style-type: none"> Maintains networks with other administrative staff across PIRSA. Develops positive relationships with key staff of other State Government departments. Builds and maintains working relationships with industry bodies and companies.
<h2>Requirements</h2>	<h2>Qualifications</h2>
<p>The incumbent is required to understand the role of government and the culture and business of PIRSA and must also demonstrate a sound understanding of administrative processes and practices.</p> <ul style="list-style-type: none"> Possession of a current driver's licence and willingness to drive. Out of hours work and inter / intrastate travel may be required. Australian residency or current works permit is required (responsibility of applicant 	<ul style="list-style-type: none"> Essential: NIL Desirable: NIL

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<ul style="list-style-type: none"> to provide evidence of a current work permit). You acknowledge your work, health and safety obligations and our expectations when applying for a role. The incumbent will be required to undertake emergency management training and must be willing to participate in emergency preparedness, response and recovery activities required by government agencies. 	
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Capabilities

Capability	Behaviours
<p>Professional & Technical Expertise Demonstrates a fundamental knowledge in all relevant areas of business program support; keeps up to date with relevant changes in administrative practices and systems.</p>	<ul style="list-style-type: none"> Demonstrates an ability in relevant aspects of business program support, including administrative and financial management practices and systems. Exercises a professional approach to duties and actively works to maintain and further build the reputation of the agency. Demonstrates ability to use a range of computer-based systems and software, including MS Office Understands the broad directions of the industry.
<p>Customer Orientation Knows who internal and external customers / stakeholders are; focuses effort on meeting customers' stated needs.</p>	<ul style="list-style-type: none"> Responds promptly to the needs of customers even when under pressure. Communicates in ways that are understood and accepted by customers/stakeholders of diverse levels and backgrounds. Follows up customer enquiries and concerns in a timely manner. Demonstrates active listening and probing to identify underlying issues and determine customer needs.
<p>Communication Communicates easily in interactions with others and conveys information clearly in written communications and documents.</p>	<ul style="list-style-type: none"> Shares information freely and clearly in a way that can be understood by others. Conveys technical issues in simple, non-technical language and relevant to the needs of the customer. Communicates accurately and effectively both verbally and in writing. Shares information freely and is open to receiving information.
<p>Planning and Organising Sets own work priorities, uses tools (e.g., Outlook) and time efficiently to meet work</p>	<ul style="list-style-type: none"> Flexible and efficient work practices are applied to meet deadlines. Deals assertively in overcoming barriers. Manages own time in an efficient and effective manner.

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objectives.	<ul style="list-style-type: none"> Demonstrates a flexible approach to unplanned events and interruptions whilst maintaining focus on priorities.
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Delegate approval:	Peter Appleford, Executive Director Major Programs and Regions			Date:	10/10/2022
Approved and classified by People and Culture:	[Date] [Reference number]				