

Role Description

(Non-Manager)



Our purpose – Helping South Australians Conserve, Sustain and Prosper.

Role Title: Customer Services Officer

Division: National Parks and Public Lands

Classification Level: ASO3

Branch/Unit: Public Land and Business Partnerships

CHRIS Position Number: P62100, M20413, P58454

Reports to (Title): Customer Services Coordinator

About the Agency – [Department for Environment and Water](#)

About the Role

The Customer Services Officer is the first point of contact for external customers at the Adelaide CBD Customer Service Centre. The role is responsible for delivering a high standard of customer service and providing administrative support that assists in the effective and efficient operations of the centre. The role provides high quality customer service by modelling service excellence behaviours that meet the needs of customers and stakeholders and enhances the corporate profile of the Department. The role is responsible for working with regional staff and other internal stakeholders to deliver project outcomes.

Key Role Outcomes

- Internal and external customers are provided with professional, respectful, high quality front counter, email and telephone customer support service.
- Accurate and timely information relating to DEW services, regional parks, facilities and activities and regulations is maintained and provided to the public and clients of the Department.
- Customer park facility information, including the operation of the computerised booking system, is communicated in an efficient, accurate and customer-focused manner.
- Financial transactions, cash handling, processing, reconciliation and reporting is undertaken in accordance with whole- of-government and agency policies.
- A high standard of administration and business support is provided, consistent with procedures and requirements.
- Undertake, and contribute to the delivery of, customer service projects as required.

Essential Criteria (including qualifications)

- Provide effective and timely responses to first point-of-contact, telephone or e-mail enquiries by ensuring appropriate actions, escalations and resolutions to meet service delivery objectives, and identifying issues as they arise.
- Is able to accurately, clearly and concisely prepare documents such letters, spreadsheets and emails.

- Uses common sense and past experiences to approach problems and provide options for resolving the issue.
- Is aware of acts, regulations, policies and guidelines that might be needed in the resolution of a problem.
- Proven ability to work under limited direction, either independently or in a team environment and effectively manage high volumes of work, determine priorities to meet deadlines and show initiative in developing new work practices or taking on new tasks.
- Displays the ability to proficiently and accurately use the Microsoft suite of software applications including word processing, excel and Outlook.
- Demonstrates a good understanding of the principles of providing a professional customer focused support service.
- Provides accurate and current information on a broad range of departmental policies, procedures and services to members of the public.

Desirable Criteria

- A tertiary qualification in Business Administration or related area.
- Experience with receipting cash and other forms of revenue collection.

Key Relationships/Interactions

- Manager Commercial Services and the broader team
- Marketing & Communications Manager, Community Engagement and team
- Internal and external customers
- Staff from various DEW working units and regional offices

Special Conditions

- May be required to participate in responses to state emergencies or associated duties.
- You must be an Australian citizen, permanent resident, or provide evidence that you hold a valid working visa that allows you to work in Australia.
- Prior to being employed, the successful candidate will be required to provide a valid Nationally Coordinated Criminal History Check (NCCHC), which is required to be renewed every three years. DEW will cover the cost of renewal.
- May be required to undertake intra or interstate travel, occasional overnight absences, and work outside of the normal hours of work.

Core Competencies	Elements	Behavioural Indicators
Shapes Strategic Thinking and changes	Thinking and Acting Strategically	- Raises potential options for consideration arising from research analysis. - Can identify and articulate potential issues and implications.
Achieves Results	- Delivering Effective Outcomes - Assuming Accountability	- Develops and communicates clear and realistic goals / expected outcomes for projects and tasks. - Works with key stakeholders to problem solve over coming challenges and facilitate the achievement of outcomes. - Willingly accepts responsibility for own work. - Establishes own credibility by demonstrating personal competence and technical expertise.
Drives Business Excellence	Promoting Customer Service	- Acknowledges and responds positively to constructive feedback gained from customers. - Takes considerable effort to understand and respond to the requirements of diverse customers.
Forges Relationships and Engages Others	Establishing and Maintaining Networks	- Works well with others and is effective in collaborating with colleagues across the Agency. - Builds trust in relationships through maintaining confidentiality and 'following through'.
	Communicating and Managing Conflict	- Presents information clearly in writing and verbally, in a way that is well suited to staff at all levels. - Recognises and deals with conflict well before it advances to a formal level.
Exemplifies Personal Drive and Professionalism	- Modelling Public Sector Values - Displaying Flexibility and Resilience	- Displays a commitment to the values of the Public Sector and the Code of Ethics. - Earns respect and builds trust by being personally reliable and following through on commitments. - Is flexible in handling changing priorities. - Presents a positive and composed manner even in stressful situations.

Work Health and Safety

Follow workplace safety procedures

- Accepts responsibility for own and other's safety.
- Identifies and reports hazards and incidents.
- Understands and applies safe work practices.

Corporate Responsibilities

- Demonstrate appropriate and professional workplace behaviours that are in line with the [Code of Ethics](#) and the [South Australian Public Sector Values](#).
- Maintain a commitment to Equal Employment Opportunity, Diversity, Ethical Conduct, and record keeping within legislative requirements, according to the principles of the *Public Sector Act 2009*.
- Exhibit and promote the behaviours in line with *The way we work* outlined in the [DEW Corporate Plan](#).
- Actively participate in the Department's Performance Review and Development Program.
- Demonstrate appropriate and professional workplace behaviours that align closely with the White Ribbon message.
- Champion positive behaviours and conduct during all interactions with children and young people and act in accordance with the Child Safe Environment Policy and Procedure at all times.

Date Delegate approved original classification:	13 August 2020 (17/10/2024)	Original Class method:	Comparison
Updated:	RD Update only	Date this version approved by delegate:	19 January 2026