

Job and Person Specification

Title of Role: Client Services Officer

Remuneration Level: ASO2

Business Unit: Licensing, Registration and
Customer Service Centre

Type of Appointment: Term

Division: Consumer and Business Services

Position Number: Multiple

Approval

Approved by the Delegate 7 April 2015

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.

Reporting Relationships

Reports to a Team Leader within Licensing, Registration or Customer Service Centre.

Escalates operational process matters to a Senior Client Services Officer or Senior Operations Officer in Licensing, Registration or Customer Service Centre.

Key Relationships/Interactions

- Staff and across Licensing, Registration and Customer Service Centre.
- 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 Conditions

- Some out of hours work may be required.
- May be required to work in any area of Licensing, Registration or Customer Service Centre 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 voices 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
- 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	Measurement/Outcomes
Customer Service	• Provide high quality information and assistance to clients via telephone, face-to-face, e-mails and other forms of communication	• 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	• 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	• Processing KPIs are met or exceeded
General Administrative Duties	• Perform a broad range of clerical and administrative duties, including creation of files, data entry, checking exception reports and records management tasks	• Administrative duties are completed on time and in accordance with relevant policies and procedures
Financial Duties	• Receive monies, balance daily receipts against financial reports and the issue refunds	• 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	• Raise issues and ideas relating to processes, with a focus on improving customer service	• Contribute at staff meetings and provide feedback on processes.
Compliance	• 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 employees; the principles of diversity; and the Department's policies and procedures;	• Active participation and contribution in responsible and safe work practices. • Abides by the Acts, Regulations, Policies and Procedures relevant to employees of the Department; • Documents and correspondence filed according to States Records Act, 1997.

	Keep accurate and complete records of business activities in accordance with the State Records Act 1997	
Contribute to Culture	- 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.	- 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 to. - Respectful behaviour observed when faced with diversity/differences in opinion.

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role

Technical Expertise (Essential)	- 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.
Technical Expertise (Desirable)	- Experience in interpretation and administration of legislation. - Experience in interpreting legislation that impacts on licence/registration eligibility - Experience using CBS databases and cashing 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

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are also 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 Service 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

Strategic Focus (Foundational)	• 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)	• 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)	• 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)	• 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)	• 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

Behaviours critical to the role are highlighted in bold.

Acknowledged by occupant _____ / /
(Print name) (Signature)

Acknowledged by line manager _____ / /
(Print name) (Signature & title)