



Role Statement

Role title	Client Engagement Officer	Classification	ASO2
Branch	Fines Enforcement and Recovery Unit	Type of Appointment	Various
Section	Client Service Delivery	Position Number	Various
Approved by	Chief Recovery Officer	Date	August 2025

Department of Treasury and Finance

The Department of Treasury and Finance is the lead agency for economic, digital and financial policy outcomes.

We play a vital role in providing financial services to the community and economic and fiscal policy advice as well as digital services to the Government of South Australia.

The Department of Treasury and Finance actively promotes flexible working arrangements and values diversity in the workplace.

Our Purpose

We are *the Government's trusted fiscal, economic, digital and policy advisor*.
We work to ensure *South Australia is a thriving, prosperous State now and in the future*.

Who we are

 Talented, Clear Eyed and Curious We are analytical, evidence based, innovative and creative.	 High Performing We are known for achieving successful and timely outcomes.	 Trusted Partner We work better together. We lead, partner, and collaborate to help solve the big challenges.	 Agile We organise around opportunities critical to our state and are flexible in responding to challenges.	 Fulfilled and Fun We take the work seriously and ourselves less so - we support each other in the pursuit of excellence and make Treasury a great place to work.
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What we are known for

A world class Treasury and Finance.
A high performing agency that seizes opportunities, addresses the big challenges, and is a destination employer providing rewarding careers.

Branch/Section

The Fines Enforcement and Recovery Unit (Fines Unit) is a business unit of the Department of Treasury and Finance (DTF) and is responsible for the effective collection, resolution and enforcement of fines and other debts owed to the state to assist in meeting the overall departmental objectives.

What this role is responsible for

The Client Engagement Officer effectively resolves and collects unpaid fines and other debts by providing high quality, professional and customer focussed client contact. Operating in a fast-paced contact centre in a real-time scheduled environment, the Client Engagement Officer answers calls, takes payments, sets up payment arrangements and triages calls from members of the public relating to outstanding fines and other debts.

Client Engagement Officer Key Outcomes and Associated Activities

Client Service Delivery

- Receive, respond to and resolve inbound contact through phone calls, emails or mail, using CXone technology to achieve timely and effective first contact resolution.
- Process payments in full, set up or vary payment arrangements, and support clients in lodging disputes against enforcement determinations.
- Provide clients with accurate information to resolve queries. Proactively contact clients to manage their unresolved debts in line with procedures and best practice.
- Liaise with Issuing and Public Authorities for information required to support applications.
- Comply with legislation, best practice procedures and delegations to contribute to efficiency and consistency across the Fines Unit, including responding to check-ins undertaken at the real-time desk and adhering to schedule.
- Contribute to the promotion and implementation of Public Sector Principles and Practices and in particular Equal Opportunity, Work Health and Safety by adhering to the provisions of various Acts and associated legislation.

Facilitate Effective Working Relationships

- Participate in team huddles, team rotations and broader Fines Unit activities aimed at improving practices and services.
- Support the team by sharing learned skills and seeking feedback from coaching opportunities.
- Foster and maintain collaborative working relationships with team members, counterparts in other business units and internal and external stakeholders.
- Abide by the standards in the *Code of Ethics for the South Australian Public Sector (the Code)*.

Office Administration

- Process incoming and outgoing correspondence.
- Prepare standard correspondence and briefing materials relating to communication with clients.
- Update and maintain client database records, filing systems and databases.
- Assist with general office administration tasks.

- Keep accurate and complete records of business activities in accordance with the *State Records Act 1997*.

Who this role reports to

- The Client Engagement Officer reports to an assigned Team Leader in Client Service Delivery teams across both office locations (CBD and Port Adelaide).

Key Relationships/Stakeholders

This position works within a team environment and may be required to work in alternative teams to meet business needs:

- Works closely with staff and management across the Fines Unit.
- Works with key stakeholders including state and local government agencies and other related organisations.
- Liaises with clients of the Fines Unit.

Special Conditions

- Applicants will be required to undergo the appropriate and relevant employment screening assessment(s) required for this role in line with the department's Employment Screening Policy.
- This role requires:
 - ☐ National Police Check
 - ☒ General Employment Probity Check
 - ☐ Working with Children Check
 - ☐ Security Clearance (including Baseline, Negative Vetting Level 1 or Level 2, Positive Vetting)
 - ☐ Other:
- Some out of hours work may be required. Intrastate and interstate travel may be required.
- The incumbent will be required to participate in the Departmental Performance Management Program.
- The incumbent may be required to be assigned to other positions at the same remuneration level across the department.
- The role is predominantly based in Port Adelaide. The incumbent may be required to work across the Adelaide (CBD) or Port Adelaide locations according to business needs.
- Will be required to exercise Director's delegations as outlined in the Schedule of Delegations.

Essential Expertise

- Experience in providing a high level of customer service in a high volume, real-time contact centre or customer service environment.
- Experience using multiple computer software applications including the Microsoft suite and database management systems.
- Experience in managing electronic payment processes.

- Demonstrated ability to work as a member of a team, under general direction, use initiative and judgement in determining work priorities and the application of precedents, procedures, regulations and instructions to achieve high quality outputs within agreed timeframes.
- Ability to deal with clients who may be vulnerable, in financial hardship, or display threatening or aggressive behaviour.
- An understanding of the legislative requirements of the *Work Health and Safety Act 2012*.
- An understanding of and ability to work/manage to the spirit and principles of AS ISO 31000:2018 Risk management – Guidelines.
- Demonstrated experience in the application of the relevant legislation, policies and procedures, including Code of Ethics, EEO and cultural inclusion.

Desirable Expertise

- Experience working in a contact centre.
- Experience or knowledge in debt collection and recovery procedures and processes.
- Knowledge of debt collection principles and practices and fines enforcement processes.
- Knowledge of contact centre practices, records management systems and knowledge of the agency's functions and activities.
- Experience in working within legislative framework, including interpreting, applying and effectively communicating legislative requirements.