Role Description

Government of South Australia
SA Housing Trust

Role title	**Regional Customer Service Officer**		
Directorate	SA Housing Trust		
Business unit	Customers and Services		
Reports to	Business Coordinator, Team Leader, Operations Manager, Program Manager (subject to location)	**Classification**	ASO2

Role Summary

The Regional Customer Service Officer is a role within the SA Housing Trust and is accountable to the Business Coordinator, Team Leader, Operations Manager, Program Manager (subject to location) for:

Providing customer service to SA Housing Trust customers, providing clerical and administrative support services within the region and modelling the behaviours aligned with the service values of SA Housing Trust.

Our Organisation

We are a modern, professional, effective, and high performing organisation that is a leader in customer service, innovation and partnerships within the housing, finance and services sectors.

We have dedicated staff who are proud of the difference our organisation makes and passionate about improving housing opportunities and outcomes, through several metropolitan and country locations around South Australia.

Our employment practices value diversity and inclusion and we welcome employees with a mix of background, characteristics, experiences, professional skills and perspectives.

Our Division

Customers and Services works in partnership with the social housing sector to deliver statewide homelessness support and emergency accommodation services, access to private rental housing and tenancy and specialist services for public housing customers.

We are part of the broader housing and homelessness system, determined to drive outcomes that increase the independence of our customers and achieving their long-term housing aspirations.

Primary outcomes and responsibilities
Provide customer service to customers and tenants at the front counter of Regional Offices.
Respond to enquiries, including providing information about eligibility and policy.
Identify customers with complex needs requiring assistance from Housing Workers and make referrals.
Provide service delivery support to housing teams.
Determine financial assistance eligibility for customers accessing the Private Rental Assistance Program (including streamlined admin bonds) and arranging appointments as required.
Process and issue private rental assistance cheques and bond guarantees to eligible customers.
Promote community resources and information through the dissemination of brochures and general information to customers and key stakeholders.
Record and update accurate and appropriate customer contact details on the central notations system.
Discuss outstanding debt arrangements with customers and enter an agreed repayment plan, within guidelines.
Inform and assist customers of their right of appeal and the complaint process.
Enter housing related data into relevant systems.
Produce standard letters and word processing documents.
Compile documents for housing allocation kits and vacancy packages.
Undertake other clerical and administrative functions as required.
Participate in team meetings and development activities.
Participate in team rotation.
Work as a counter duty officer on a regular rostered basis.
Share information and provide advice and support to other regional office staff.

Corporate responsibilities
Support and advocate Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under-represented groups.
Model ethical behaviour and practises consistent with SA Government Code of Ethics for Public Sector Employees.
Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG).
Understand and follow safe work practices, identify and report all hazards, take reasonable care of own safety and that of others and contribute to safety and wellbeing improvement.

Monitor the wellbeing and safe work practices of workers and team/unit to ensure a risk-based approach to safety in the provision of services/operations, including ensuring prompt reporting and timely investigation of all risks. (For Leadership Roles)
Demonstrate safety leadership. Exercise Health Safety and Wellbeing (HSW) due diligence; acquire and maintain up to date knowledge of work health and safety, set standards, review HSW performance reporting and strategy in consultation with workers and integrate HSW with business practice and performance, including contracts and contractor management (Executive Directors/Directors)
As a White Ribbon Accredited workplace, SA Housing Trust has a zero tolerance towards violence in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Housing Trust regarding acceptable workplace behaviour.
A genuine commitment to Reconciliation and achieving the actions set out in our Reconciliation Action Plan and to creating an environment that is inclusive, respectful, free from racism and culturally safe.

Special conditions
Successful applicant will be required to satisfactorily complete a National Police Clearance prior to being employed.
Successful applicant will be required to satisfactorily complete a DHS Screening Unit Working with Children Check prior to being employed and every 5 years.
The successful applicant may be required to hold a current Australian issued Drivers Licence, which must be maintained.
The incumbent must be prepared to move between regional locations in SA Housing Trust as required.
Some intrastate travel may be required.
Some out of hours work may be required upon activation of the Emergency Relief Functional Support Group.

Working relationships
Business Coordinator, Team Leader, Operations Manager, Program Manager (subject to location)
Team Leader
Regional Customer Service Officers

Selection criteria (knowledge, skills, aptitude and experience)
Demonstrated ability to take prompt action to solve problems, act on own judgement without prompting and looks to go beyond job requirements to achieve objectives.
Utilise experience in performing administrative tasks within an office environment and demonstrate knowledge of how to perform common administrative tasks.
Experience in working with customers with complex needs or in crisis situations and responding appropriately to difficult situations involving conflict.
Ability to interact with computer systems efficiently and adapt to changes in technology and/or systems when they occur.

Qualifications	Essential or desirable
Not applicable	

South Australian Public Sector Values

Approved date	N Tuffnell, 6 February 2025