

Job and Person Specification

Title of Role: Customer Support Officer
(Bonds & Mediation)

Classification: ASO3

Business Unit: Regulation & Advice

Division: Small Business Commission SA

Primary Purpose

The Customer Support Officer (Bonds & Mediation) is responsible for administering the day-to-day functions of all customer-facing security bond related issues arising from the Retail and Commercial Leases Act 1995, as well as providing mediation services administration support to the larger Regulation & Advice team within the Small Business Commission (SBC).

This role combines customer service and administrative responsibilities to provide high-quality, client-focused services. The role handles all bond client enquiries, is proficient in using and maintaining the Retail Bonds Management System (RBMS) and works closely with other members of the Regulation and Advice team to provide business support.

The Customer Support Officer (Bonds & Mediation) fosters collaborative relationships with internal and external stakeholders, and seeks to consistently provide timely, high quality, professional, client-focussed services to the small business sector.

Reporting Relationships

- Reports to the Manager, Regulation and Advice

Key Relationships/Interactions

- The Corporate Operations team within SBC as the financial delegate for all bond financials.
- Works closely with other members of the Regulation & Advice team.
- Liaises with small business owners, their representatives, the general public, lessees, lessors, agents, other government agencies, and industry bodies.

Key Challenges

- Develop knowledge of legislation administered by SBC.
- Ensure the reputation of SBC through timely response and proactive approach to small business enquiries.
- Contribute to maintaining the integrity of systems, processes and practices to ensure compliance with risk and audit standards.

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 perspectives 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
- Compressed weeks
- 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 *Customer Support Officer (Bonds & Mediation)* is responsible for:

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Subject Matter Expertise	Bond Lodgement and Refund Applications Decision Making: Ensure applications comply with legislative requirements and policy guidelines. Assessment: Evaluate each application thoroughly to determine eligibility for lodgement or refund. Interpreting Legislation Queries: Provide clear and accurate interpretations of relevant legislation to stakeholders. Updates: Stay informed about any changes or amendments to the legislation. Advising on Security Bonds vs. Bank Guarantees Assist customers with enquiries related to security bonds and bank guarantees. Compliance Legislative Requirements: Ensure all processes align with the Retail and Commercial Leases Act 1995. Policy Guidelines: Follow internal policies to maintain consistency and fairness in decision-making. Reporting: • Work with the SBC Corporate Operations team on journal processing, ledger adjustments and financial reconciliations • Run system data reports and contribute to reporting managed by the Manager Corporate Operations and Manager Regulation & Advice. • Contribute to annual reporting data and quality assurance steps.	• Bond lodgement and refund applications are assessed in line with legislative requirements and policy guidelines • Build effective working relationships with SBC Corporate Operations • Ensure financial compliance of bonds through supporting SBC's Corporate Operations team as required.
Business Process Improvement	• Identify ways to continuously improve business processes to allow for an efficient working environment and an improved customer experience.	• Identifies areas for system/process improvement • Process improvement is completed in a timely manner • Processes streamlined and documented

Key Responsibilities	Specified Duties	Performance Indicator/Measurement
Customer Service	• Coordinate the efficient and accurate processing of Security Bonds lodgements and refunds. • Use the Retail Bonds Management System (RBMS) to process all bond related tasks. • Use the Case Management System (Salesforce) to perform mediation support services. • Maintain accurate and sensitive information in systems • Deliver high-quality customer services. • Answer incoming bonds and mediation phone calls, emails, and in-person enquiries; capturing enquiries accurately and inputting in the system.	• Security Bonds lodgements and refunds are undertaken accurately, on time and in accordance with procedures. • Providing timely, accurate and relevant information to clients. • Communicating in a confidential and professional manner.
Business Support	• Compile information from across the SBC team for the preparation of reports and correspondence • Provide effective business support to the SBC team including, though not limited to administrative support, maintaining databases, cataloguing and tracking enquiries	• Information provided is accurate and in accordance with the Strategic views of the SBC
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. • Respectful behaviour observed when faced with diversity/differences in opinion.

**Capabilities relevant to the role
(Qualifications, Skills, Knowledge and Experience)**

Essential	• Experience in providing high-quality, professional customer services. • Experience in managing sensitive information. • Ability to follow strict processes and comply with risk control programs. • Ability to interpret and understand technical jargon. • Ability to effectively plan and prioritise work to meet deadlines. • Ability to be discreet when dealing with sensitive and confidential matters.
Desirable	• Ability to prepare reports to ensure financial accountability • Knowledge or understanding of Retail and Commercial Leases Act 1995 • Awareness of all other legislation administered by the SBC. • Knowledge of the requirements of the State Records Act 1997. • Experience in drafting and implementing operational procedures.

Behavioural Capabilities and AGD People Expectations

The AGD Performance Matrix describes the behaviours expected of AGD employees across various levels in the Department. All employees are 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 **Customer Support Officer (Bonds & Mediation)**. 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

Element	Behaviours
Understands the Strategic Direction <i>Understands the Business Unit goals and direction</i>	- Knows how own work contributes to goals and plans - Recognises how own work impacts on others - Identifies risks within own work practices - Contributes to business planning - Is flexible to changing priorities - Is open to change and new approaches
Achieves and Monitors Own Results <i>Monitors own progress and achieves results at the individual level</i>	- Sets and communicates clear expectations around quality of work and timeframes - Monitors progress towards achieving outcomes - Takes responsibility for the delivery of quality and timely results - Critically evaluates issues and ensures solutions are practical and achievable - Prioritises workload effectively and negotiates deadlines where appropriate - Measures performance and acts on opportunities for continuous improvement
Supports Service Delivery Excellence <i>Manages self and supports others to deliver a service</i>	- Identifies and raises awareness of trends, potential problems and opportunities - Uses capability and expertise of the workgroup to achieve outcomes - Identifies and delivers high quality internal and external customer service - Utilises available internal and external resources for optimal outcomes. - Contributes to a culture of financial responsibility, accountability and awareness - Translates performance requirements into achievable outcomes. - Effectively manages their own performance, managing (or influencing) the wider team performance - Provides clear, honest and timely feedback to others including recognising high performance and addressing non-performance where relevant to their role.
Fosters Working Relationships <i>Fosters and strengthens working relationships with existing stakeholders</i>	- Effectively manages conflict and escalates when appropriate - Consults and seeks the views of relevant stakeholders - Develops effective working relationships and internal networks - Shares information and knowledge as appropriate - Takes into account the situation and audience - Negotiates as necessary to achieve outcomes - Actively listens and communicates clearly
Supports Personal Drive and Professionalism <i>Professionalism Supports and demonstrates professionalism and respect for others</i>	- Promotes a culture of respect and high ethical standards - Supports diversity and uses this to enhance outcomes - Maintains professionalism and confidentiality when dealing with sensitive issues - Constructively expresses own views and respects the views of others - Is aware of risks and makes decisions accordingly - Remains positive and recovers quickly from setbacks - Adapts effectively to change - Looks for opportunities to engage in development activities - Seeks feedback and reviews own performance - Ensures a focus on wellbeing for self and others and raises concerns where necessary

