

Role Description



Job Title	Customer Concierge Operator – Contact Centre
Agency	Service NSW
Division	Service Delivery
Location	Parramatta
Grade/Band	SNSW 2
Kind of Employment	Ongoing
ANZSCO Code	541211
Role Number	Various
PCAT Code	1119192
Date of Approval	April 2016
Agency Website	www.service.nsw.gov.au

Agency Overview

At Service NSW we are a customer focused organisation, passionate about delivering a great customer experience, every day in every way.

Our culture is defined by shared values and behaviours that support the achievement of our 2015 Vision and Mission. Our success is based on living our shared values every day when we work with our customers and with each other.

Our vision is to be recognised as the distinctive leader in the provision of government services.

Our mission is to simplify the way customers do business with government and to transform our customers' experience through excellent service and quality at an optimal cost to serve. We'll do this by:

- putting our customers at the heart of everything we do;
- delivering more choice;
- making it easier to connect with us through a variety of easy to access channels; and,
- innovating, improving and simplifying how we do things.

Our values serve as a compass for our actions. These are the three core values that we live by:

Passion

A great customer experience is our highest priority.

Teamwork

We work together for positive customer outcomes.

Accountability

We work to create value and take ownership for the customer experience end-to-end.

Primary purpose of the role

- Provide high quality generalist service as the first point of contact for Service NSW contact centre customers.
- Receive inbound calls, obtain necessary information and utilise generalist knowledge to transfer customers to appropriate contact centre specialists in a courteous, accurate and efficient manner.
- Undertake administrative work as required to support the provision of high quality service delivery.

Key accountabilities

- Utilise generalist knowledge and training to handle and share information with contact centre customers.
- Create a positive relationship in all customer interactions across all interaction channels, maintaining a professionally courteous and friendly manner. Ensure client satisfaction as a priority as assessed and monitored through customer feedback.
- Provide accurate, effective and high quality customer service consistent with Service NSW vision, mission, values and business requirements as assessed by internal quality reviews.
- Develop and maintain a thorough knowledge of information resources and Service NSW operating practices and procedures.
- Provide in-scope enquiry resolution for inbound calls either by reference to the Service NSW digital channel or by transfer to a Service NSW specialist.
- Provide out-of-scope enquiry resolution for inbound calls by transfer or referral to the appropriate external agency or organisation.
- Provide enquiry resolution, update records and complete transactions for basic contact centre specialist agency services.
- Acknowledge and accurately record customer complaints. Escalate unresolved issues through appropriate channels.
- Comply with privacy requirements and legislative obligations ensuring confidentiality, privacy and integrity of information is not compromised.
- Perform administrative activities to support the provision of service delivery. Duties include processing documents and applications, mail outs and other assigned administrative tasks as required.
- Access and utilise various basic digital data storage systems to locate, provide and update customer information.
- Accurately create, update and maintain Service NSW customer, interaction and transaction records.
- Contribute to continuous improvement initiatives through new ideas and identification of opportunities to improve the efficiency of work processes. Contribute positively to the implementation of changes in the workplace.
- Make a positive contribution to the team, contact centre and organisational environments.

Key challenges

- Work within a high volume, high pressure and constantly evolving contact centre environment. Adapt to changing priorities, rotating shift patterns and achieve both individual and team KPIs within defined service standards.
- Maintain a thorough up-to-date knowledge of information resources and Service NSW operating practices and procedures.
- Operate the contact centre telephony and other communication systems with accuracy and efficiency.
- Create a positive relationship in all telephone interactions by demonstrating a confident, bright and helpful phone manner.
- Efficiently assess and take ownership of customers' needs and provide prompt and accurate responses to deliver a positive outcome.
- Deliver specialist assistance across multiple basic agencies and campaigns. Accept enquiries across multiple skill types simultaneously, providing seamless transition from one enquiry type to another.
- Exercise tact, judgment and initiative when obtaining information from and sharing information with customers.

- Correctly identify and document issues that require referral to management.
- Deal with professionally and escalate as required enquiries and complaints from customers that present with uncooperative, disruptive or abusive behaviour.
- Demonstrate a willingness to be observed, coached and mentored and an aptitude to apply feedback to increase performance quality.
- Adhere to business compliance requirements and ensure consistent application of policies, guidelines, procedures and legislation.

Key relationships

Who	Why
Internal	
Team Leader	Escalate issues, receive instructions and ensure that targets are met.
Service Quality Coaches	Regularly engage to discuss performance and achieve continuous improvement in customer service delivery.
Customer Service Representatives & other Customer Concierge Operators	Regularly engage to share or seek information.
External	
Customers	Provide courteous, accurate, efficient and personalised service.

Role dimensions

Decision making

The position is fully accountable for the customer experience provided via phone, email and other communication channels and the responsible use of systems and personal information.

Reporting line

The Customer Concierge Operator reports directly to the Team Leader

Essential requirements

- Demonstrated experience in providing excellent customer service in a contact centre environment.





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations
Relationships Communicate Effectively	Foundational	<ul style="list-style-type: none"> Speak at the right pace and volume for varied audiences Allow others time to speak Display active listening Explain things clearly Be aware of own body language and facial expressions Write in a way that is logical and easy to follow
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Results Deliver Results	Foundational	<ul style="list-style-type: none">• Co-operate across work areas to improve outcomes for customers• Complete own work tasks under guidance, within set budgets, timeframes and standards• Take the initiative to progress own work• Identify resources needed to complete allocated work tasks• Seek clarification when unsure of work tasks
Business Enablers Technology	Foundational	<ul style="list-style-type: none">• Display familiarity and confidence in the use of core office software applications or other technology used in role• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation• Understand information, communication and document control policies and systems, and security protocols• Comply with policies on acceptable use of technology