

Role Description

Customer Service Support Officer (generic frontline)

| | |
|---------------------------|-----------------------------------|
| Cluster | Customer Service |
| Agency | Department of Customer Service |
| Division/Branch/Unit | Various |
| Classification/Grade/Band | Clerk Grade 3/4 |
| ANZSCO Code | 599999 |
| PCAT Code | 1117183 |
| Date of Approval | October 2019 (updated April 2020) |

Primary purpose of the role

Deliver high quality customer service providing assistance, information and customer support services to facilitate the effective operation of the business.

Key accountabilities

- Respond to enquiries from customers on a wide range of matters and provide timely, accurate, and consistent advice and information on services via telephone, face to face or in writing as per organisational processes and standards
- Update and maintain records and databases, complying with service delivery systems and processes, to ensure that all information is accurate, stored correctly and accessible
- Educate client/customers on the rights and responsibilities of parties, requirements and services to raise community awareness and ensure compliance with legislation and/or processes
- Collect and compile information for, and prepare documentation and correspondence in line with quality and organisational requirements, to support information flow and to inform decision making
- Provide project management support and/or administrative services and track progress and issues to ensure effective service delivery outcomes
- Provide a range of administrative and support services, including but not limited to records management, routine correspondence, meeting and event coordination, to support the effective operation of the team/unit

Key challenges

- Delivering multiple customer service activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail
- Prioritising tasks and requests for information, in a high volume working environment with competing priorities, to ensure timeframes are met
- Providing a range of administrative and processing tasks with accuracy and efficiency in a high-volume work environment

Key relationships

| Who | Why |
|---------------------------|---|
| Internal | |
| Manager | <ul style="list-style-type: none"> Escalate issues, keep informed, advise, receive guidance and instructions Provide recommendations and inform through reporting any sensitive and emerging issues Participate in meetings and discussions to share information and provide input and feedback |
| Work team | <ul style="list-style-type: none"> Support team members and work collaboratively to contribute to achieving the team's business outcomes Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice |
| Clients/customers | <ul style="list-style-type: none"> Provide a customer-focused approach to service delivery Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues Address/respond to queries to provide advice where possible or redirect to relevant party for review and resolution |
| External | |
| Clients/customers | <ul style="list-style-type: none"> Provide a Customer-focused approach to service delivery Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues Address/respond to queries to provide advice where possible or redirect to relevant party for review and resolution |
| Vendors/Service Providers | <ul style="list-style-type: none"> Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or business unit if required. Develop and maintain effective working relationships and open channels of communication to provide and obtain information and ensure effective management and implementation of expectations and standards |

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader / Manager and refers to the team Leader / Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Manager or Team Lead

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential requirements

Nil

Capabilities for the role


The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.



Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.


The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES | | | |
|---|---|---|--------------|
| Capability group/sets | Capability name | Behavioural indicators | Level |
|  | Act with Integrity Be ethical and professional, and uphold and promote the public sector values | <ul style="list-style-type: none">• Represent the organisation in an honest, ethical and professional way• Support a culture of integrity and professionalism• Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct• Recognise and report misconduct and illegal and inappropriate behaviour• Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| | Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning | <ul style="list-style-type: none">• Adapt existing skills to new situations• Show commitment to achieving work goals• Show awareness of own strengths and areas for growth, and develop and apply new skills• Seek feedback from colleagues and stakeholders• Stay motivated when tasks become difficult | Intermediate |

FOCUS CAPABILITIES

| Capability group/sets | Capability name | Behavioural indicators | Level |
|--|---|---|--------------|
|  <p>Relationships</p> | <p>Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives</p> | <ul style="list-style-type: none"> • Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge 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 • Cooperate across work areas to improve outcomes for customers | Intermediate |
|  <p>Results</p> | <p>Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes</p> | <ul style="list-style-type: none"> • Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed | Intermediate |
| | <p>Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances</p> | <ul style="list-style-type: none"> • Understand the team and unit objectives and align operational activities accordingly • Initiate and develop team goals and plans, and use feedback to inform future planning • Respond proactively to changing circumstances and adjust plans and schedules when necessary • Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals • Accommodate and respond with initiative to changing priorities and operating environments | Intermediate |

FOCUS CAPABILITIES

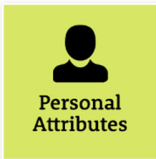
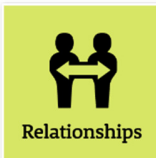

| Capability group/sets | Capability name | Behavioural indicators | Level |
|--|---|--|--------------|
|  <p>Business Enablers</p> | Technology Understand and use available technologies to maximise efficiencies and effectiveness | <ul style="list-style-type: none"> • Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies | Intermediate |

Complementary capabilities


Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES

| Capability group/sets | Capability name | Description | Level |
|--|-------------------------------------|--|--------------|
|  <p>Personal Attributes</p> | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  <p>Relationships</p> | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| | Work Collaboratively | Collaborate with others and value their contribution | Intermediate |
| | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  <p>Results</p> | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Foundational |
| | Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Foundational |
| | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |
| | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |

COMPLEMENTARY CAPABILITIES

| Capability group/sets | Capability name | Description | Level |
|--|--------------------|---|--------------|
|  Business Enablers | Project Management | Understand and apply effective planning, coordination and control methods | Foundational |