

# Role Description

## Customer Service and Administration Support Officer



Regional  
NSW

Cluster	Department of Regional NSW
Agency	Local Land Services
Division/Branch/Unit	Region
Location	Negotiable with Region
Classification/Grade/Band	Administrative and Clerical Stream LLS Level 3
Role Family	Customer Service
ANZSCO Code	531111
PCAT Code	1119192
Date of Approval	May 2018 (updated June 2020)
Agency Website	<a href="http://www.lls.nsw.gov.au">www.lls.nsw.gov.au</a>

### Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department has responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

Local Land Services (LLS) is an Executive Agency related to the cluster. It provides quality, customer-focused services to landholders and the community across New South Wales. This regionally-based organisation brings together a wide range of service and advisory functions including agriculture, biosecurity, natural resource management, land management, biodiversity, emergency services, private native forestry and the Soil Conservation Services.

### Primary purpose of the role

Provide a high quality administrative support and front line customer service, and triage customer enquiries on a wide range of agricultural, natural resource management, biosecurity, emergency management and other management issues.

### Key accountabilities

- Provide a consistent high quality front line customer service including initial advice, information, guidance, escalating and redirecting issues as required, and manage customer information to ensure confidentiality, accuracy and integrity
- Contribute to the team and work with other team members, participating in projects and ensuring information and knowledge shared is current and accurate to enhance the information services provided to customers
- Provide receivable services including cash receipting, debt management, raising rate payer tax invoices and financial reconciliations in accordance with agency standards and procedures
- Provide a high quality administrative support service including, but not limited to routine systems searches, update and capture information from records and databases, Landholder data management including rates, property transfers and PIC applications, event and meeting coordination, office and fleet management, accounts receivable and payable, routine correspondence, and other support services as appropriate

- Provide feedback and information to contribute towards an ongoing improvement in customer and administrative service activities
- Implement customer service plans and assist with feedback and complaint resolution processes to engage landholders, community and other key stakeholders and promote the functions of the LLS
- Fulfil identified roles in biosecurity emergencies in local and state level operations as directed by appropriate delegated managers

## Key challenges

- Promoting a positive and professional customer data management and information service to customers and stakeholders within the region, and providing internal administration support across the organisation
- Contributing to customer satisfaction by efficient processing of customer information and addressing customer enquiries in a timely manner ensuring information is accurate, or the customer referred to the appropriate officer
- Delivering multiple activities and services in line with agreed standards and timeframes whilst maintaining accuracy and attention to detail

## Key relationships

Who	Why
<b>Internal</b>	
Supervisor - Team Leader Business, Local Manager or Business & Finance Manager	<ul style="list-style-type: none"> <li>• Providing support and advice with regard to the team and the delivery of customer service activities</li> <li>• Seek guidance, provide updates and escalate issues</li> <li>• Collaboration to support delivery of local plans, and region management and planning</li> </ul>
Local Team	<ul style="list-style-type: none"> <li>• Work in collaboration to provide programs and advisory services to meet the service delivery need of the Local Area</li> <li>• Seek information and provide advice with regard to customer services</li> <li>• Collaborate to support implementation of finance and processes</li> </ul>
LLS staff	<ul style="list-style-type: none"> <li>• To exchange information and enhance own knowledge of programs, policies and legislative changes</li> </ul>
<b>External</b>	
Industry stakeholders, and customers	<ul style="list-style-type: none"> <li>• Research data and seek and provide information in relation to Local Land Service activities initiatives and projects</li> </ul>

## Role dimensions

### Decision making

- Make day to day decisions regarding the provision of customer facing information services to clients; and the efficiency and effectiveness of the management of complaints
- Share information and knowledge of current Regional policies, processes, programs and activities to ensure customers are provided current and accurate information

### Reporting line

Supervisor - Team Leader Business, Local Manager or Business & Finance Manager

### Direct reports

Nil

## Budget/Expenditure

Nil

## Essential Requirements

- Current NSW Driver Licence
- Ability and willingness to travel

## Capabilities for the role

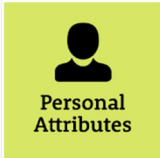
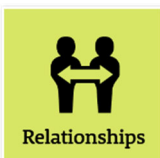
The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for 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
 Personal Attributes	<b>Act with Integrity</b>		Foundational
	Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"><li>• Behave in an honest, ethical and professional way</li><li>• Build understanding of ethical behaviour</li><li>• Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation</li><li>• Speak out against misconduct and illegal and inappropriate behaviour</li><li>• Report apparent conflicts of interest</li></ul>	
 Relationships	<b>Commit to Customer Service</b>		Intermediate
	Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"><li>• Focus on providing a positive customer experience</li><li>• Support a customer-focused culture in the organisation</li><li>• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers</li><li>• Identify and respond quickly to customer needs</li><li>• Consider customer service requirements and develop solutions to meet needs</li><li>• Resolve complex customer issues and needs</li><li>• Cooperate across work areas to improve outcomes for customers</li></ul>	

## FOCUS CAPABILITIES

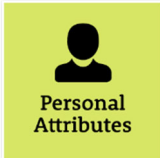

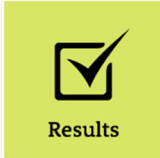

Capability group/sets	Capability name	Behavioural indicators	Level
	<b>Work Collaboratively</b> Collaborate with others and value their contribution	<ul style="list-style-type: none"> <li>• Work as a supportive and cooperative team member, sharing information and acknowledging others' efforts</li> <li>• Respond to others who need clarification or guidance on the job</li> <li>• Step in to help others when workloads are high</li> <li>• Keep the team and supervisor informed of work tasks</li> <li>• Use appropriate approaches, including digital technologies, to share information and collaborate with others</li> </ul>	Foundational
 Results	<b>Think and Solve Problems</b> Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> <li>• Ask questions to explore and understand issues and problems</li> <li>• Find and check information needed to complete own work tasks</li> <li>• Identify and inform supervisor of issues that may have an impact on completing tasks</li> <li>• Escalate more complex issues and problems when these are identified</li> <li>• Share ideas about ways to improve work tasks and solve problems</li> <li>• Consider user needs when contributing to solutions and improvements</li> </ul>	Foundational
	<b>Demonstrate Accountability</b> Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	<ul style="list-style-type: none"> <li>• Be proactive in taking responsibility and being accountable for own actions</li> <li>• Understand delegations and act within authority levels</li> <li>• Identify and follow safe work practices, and be vigilant about own and others' application of these practices</li> <li>• Be aware of risks and act on or escalate risks, as appropriate</li> <li>• Use financial and other resources responsibly</li> </ul>	Intermediate
 Business Enablers	<b>Finance</b> Understand and apply financial processes to achieve value for money and minimise financial risk	<ul style="list-style-type: none"> <li>• Understand that government services budgets are limited and must only be used for intended purposes</li> <li>• Appreciate the importance of accuracy and completeness in estimating costs and calculating and recording financial information</li> <li>• Be aware of financial delegation principles and processes</li> <li>• Understand basic compliance obligations related to using resources and recording financial transactions</li> </ul>	Foundational

## 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
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Foundational
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Foundational
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Foundational
 Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Foundational
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Foundational