

Role Description

Customer Service Representative



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Various
Location	Various
Classification/Grade/Band	Clerk 1-2
ANZSCO Code	541112
PCAT Code	1117292
NSWPF Role Number	RD 32
Date of Approval	17/08/2016
Agency Website	www.police.nsw.gov.au

Agency overview

The NSW Police Force (NSWPF) vision is for a *Safe and Secure New South Wales*, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has five function lines, based across a number of locations. Metropolitan Field Operations and Regional NSW Field Operations provide frontline services directly to the community. Investigations & Counter Terrorism provides investigative, technical and counter terrorism expertise. Specialist Support provides an operational support function along with a range of specialised services. The fifth function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

Primary purpose of the role

The Customer Service Representative supports customer service delivery by responding to and processing urgent and non-urgent contacts and / or enquiries for customers, providing information and advice in line with applicable legislation, policy or procedures, and escalating issues as applicable.

Key accountabilities

- Receive, assess and process information and enquiries from various sources. Including but not limited to urgent and non urgent telephone calls, mail, and electronic requests to determine and complete appropriate action.

- Provide clear, accurate, and concise information and advice to ensure ongoing delivery of quality customer service.
- Generate, collate and update accurate records of enquiries, incidents and actions, using organisational electronic records management systems.
- Assist in providing general administrative services to support the operational functioning of the command/business unit.
- Participate in the identification of customer service delivery improvements.
- Deliver customer service by providing appropriate and accurate information to police, stakeholders and customers.

Key challenges

- Identifying and interpreting appropriate sources of information in a high volume work environment, to provide the appropriate outcome for customers.
- Exercising sound judgment to identify when to notify superiors of events that are serious, unusual or newsworthy.
- Undertaking activities in accordance with command/business unit and organisational policies and guidelines.

Key relationships

Who	Why
Internal	
Supervisor / Team Leader	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide and receive continuous feedback • Ongoing communication
Work Team	<ul style="list-style-type: none"> • Participate in meetings, share information and provide input on issues
Clients/Customers/ Police/ Stakeholders	<ul style="list-style-type: none"> • Information and advice exchange • Resolve issues where possible and escalate issue where necessary
External	
Clients/Customers/ Stakeholders	<ul style="list-style-type: none"> • Information exchange, provide support • Resolve issues where possible and escalate issue where necessary
Government Agencies	<ul style="list-style-type: none"> • Information exchange

Role dimensions

Decision making

This role has autonomy to make decisions regarding time management and prioritisation of tasks within required timeframes. The role can also exercise discretion in regards to some tasks to be performed in line with established work practices, procedures and protocols.

Reporting line

Depending on the business unit, this role may report to:

- Team Leader – Clerk 7-8
- Team Leader – Clerk 5-6
- Supervisor Clerk 4-5
- Supervisor – Clerk 3-4

Direct reports

- Nil

Budget/Expenditure

- Nil

Essential requirements





- Obtain and maintain the requisite security clearances for this position.

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
	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
	Finance	Foundational
	Technology	Intermediate
	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 Manage Self	Foundational	<ul style="list-style-type: none"> • Be willing to develop and apply new skills • Show commitment to completing work activities effectively • Look for opportunities to learn from the feedback of others
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. • Co-operate across work areas to improve outcomes for customers.
Results Plan and Prioritise	Foundational	<ul style="list-style-type: none"> • Plan and coordinate allocated activities • Re-prioritise own work activities on a regular basis to achieve set goals • Contribute to the development of team work plans and goal setting • Understand team objectives and how own work relates to achieving these
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Version Control

Version	Summary of Changes	Date
V1.0	Position Description translated into Role Description template	17.08.2016
V1.1	Agency Overview amended	16.05.2017
V1.2	Adapted as generic role description with minor amendments for various commands	27.07.2017
V1.3	Added NSWPF role number	22.09.2017
V1.4	Amend Focus Capability Commit to customer service wrong behav indicated entered, add RD 32 No,Delete Pos No.	17.03.2022