

Role Description

Customer Relations Officer



Cluster	Transport
Agency	Transport for NSW
Division/Branch/Unit	Customer Technology and Services Division /Information and Ticketing Services / Concessions and Customer Operations
Location	Chippendale
Classification/Grade/Band	Grade 4
Role Number	50003490, 51001867
ANZSCO Code	541211
PCAT Code	1111492
Date of Approval	June 2019
Agency Website	www.transport.nsw.gov.au

Agency overview

Transport for NSW is the centrepiece of a reshaped transport cluster. It is responsible for setting the strategic direction and guiding an extended network of public and private service delivery agencies to deliver improved transport outcomes.

Primary purpose of the role

The primary purpose of the role is to deliver a high level of customer service to users of the Taxi Transport Subsidised Scheme (TTSS) and Wheelchair Accessible Taxi Driver Incentive Scheme (WATDIS) by responding to customer enquiries, processing applications, processing invoices, data management and monitoring compliance.

Key accountabilities

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers.
- Process TTSS and WATDIS applications through all stages from receipt of applications to archiving of records including data capture so that eligibility, entitlements and payments can be processed in a timely manner. Order new and manage replacement (damaged, lost, stolen) and surrendered docket books.
- Monitor the veracity of applicant claims and assist in the analysis of entitlement usage and investigation of suspected errors, abuse or fraud to support compliance with concession scheme Terms and Conditions.
- Assist with the analysis and preparation of compliance, financial and statistical reports relating to the Scheme(s) to provide updates and to communicate potential issues for escalation and resolution.
- Reconcile invoices relating to the administration of the Schemes including payment of Interstate dockets and NSW dockets used interstate to ensure all payments are up to date and correct.

- Provide relevant information to assist with reviews of appealed TTSS dockets and WATDIS payments.
- Draft advice and correspondence in response to requests/complaints from applicants/participants, the Minister's office and other stakeholders to ensure high level of customer service and attention.
- Undertake project tasks connected with the Unit's continuous improvement program to support the implementation of improvements to the management of the TTSS and WATDIS schemes.

Key challenges

- Maintain awareness of customer perceptions, the drivers of satisfaction with services and the likely impact of the passes and schemes on the transport system and the travelling public.
- Keep abreast of current and emerging best practice including Government policy and statutory requirements.

Key relationships

Who	Why
Internal	
Customer Schemes Team Leader	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key projects, issues and priorities
Customer Schemes team	<ul style="list-style-type: none"> • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
External	
DHS, DVA, Taxi Organisations, Point to Point Commission, NSW Government agencies and committees, external service providers and scheme applicants and beneficiaries	<ul style="list-style-type: none"> • Build collaborative working relationships
Other TfNSW divisions and Transport operating agencies, contract and service suppliers	<ul style="list-style-type: none"> • Participate in forums, groups to represent agency and share information • Develop strong relationships and collaborate to facilitate strategic decision making

Role dimensions

Decision making

As per the delegations for the role.

Reporting line

The role reports directly to the Customer Schemes Team Leader.

Direct reports

The role will have no direct reports.

Budget/Expenditure





The budget/expenditure allocation for the role will be confirmed.

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	Foundational
	Act with Integrity	Intermediate
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	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	Intermediate
 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 Act with Integrity	Intermediate	<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 follow legislation, rules, policies, guidelines and codes of conduct Help others to understand their obligations to comply with

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		legislation, rules, policies, guidelines and codes of conduct <ul style="list-style-type: none"> • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
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
Relationships Work Collaboratively	Foundational	<ul style="list-style-type: none"> • Work as a supportive and co-operative team member, share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks
Results Deliver Results	Foundational	<ul style="list-style-type: none"> • 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
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
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