

Role Description

Senior Customer Service Officer



Department of
Primary Industries

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|--------------------------------------|--|
| Cluster | Industry |
| Agency | Department of Primary Industries |
| Division/Branch/Unit | DPI/Fisheries/Game Licensing Unit |
| Location | Orange |
| Classification/Grade/Band | Clerk Grade 3/4 |
| Role Family <i>Internal use only</i> | Adapted/Customer Service/Support |
| ANZSCO Code | 541211 |
| PCAT Code | 1119192 |
| Date of Approval | May 2019 |
| Agency Website | www.dpi.nsw.gov.au |

Agency overview

The NSW Department of Industry leads the state government's contribution to making NSW a place where people want to live and work and businesses choose to invest and grow.

We support all areas of economic activity where NSW has competitive strengths. We also have responsibilities for:

- skill formation and development to match industry demand
- partnering with stakeholders in stewardship and sustainable use of the state's natural resources; and
- supporting economic growth in the regions.

Our strategies are built on close relationships to understand industry's needs. We deliver a wide range of training and specialist advisory services; and we help to secure efficient and dependable government decision making that contributes to business confidence.

We measure our success by the:

- growth in quantity of employment and the value of output; and the
- competitiveness and sustainability of industries in NSW.

NSW Primary Industries (NSW DPI) supports the development of profitable primary industries that create a more prosperous NSW and contributes to a better environment through the sustainable use of natural resources.

Within NSW DPI, Fisheries leads fisheries industry development through research, industry policy and regulatory compliance to foster sustainable and economic fishing industries. The Division manages the protection of key fish habitats, oversees fish stock conservation, regulates commercial and recreational fishing, and manages Aboriginal fishing and aquaculture. The Division also has oversight of the Game Licensing Unit,

responsible for the implementation and administration of provisions in the Game and Feral Animal Act 2002 and Game and Feral Animal Control Regulation 2012.

Primary purpose of the role

The Senior Customer Service Officer provides a customer facing information and licence processing service, in a call centre environment, for the Game Licensing Unit. It also provides guidance to Customer Service Officers and leads audit and probity assessments for the Game Licensing Unit.

Key accountabilities

- Provide a customer facing information service in a call centre environment, resolving routine requests for information and escalating enquiries to the appropriate officer.
- Provide guidance to Customer Service Officers on delivery of customer focused information and licence processing.
- Undertake administrative tasks including, but not limited to updating records and databases, processing and registering licence applications, cash receipting and daily cash reconciliation
- Ensure information provided to customers is current and in accordance with legislative requirements, policies procedures and guidelines.
- Contributing to education and community communication project by processing and mailing out information material as directed.
- Providing accurate and timely responses to email enquiries using template responses.
- Coordinate game hunting licence probity and audit assessments to ensure that legislative provisions are met

Key challenges

- Contributing to customer satisfaction by addressing customer enquiries in a timely manner ensuring information is accurate, or the customer referred to the appropriate officer.
- Maintaining awareness of current policies and processes, programs and initiatives of the Game Licensing Unit and contributing to the team operational processes.
- Providing timely and accurate advice on game hunting licence probity and audit assessments.

Key relationships

| Who | Why |
|---|---|
| Internal | |
| Coordinator Licensing, Customer Service and Public Land Hunting | <ul style="list-style-type: none">• Receives guidance and direction from, discusses priorities and provides regular updates. |
| Customer Service Officers | <ul style="list-style-type: none">• Provides guidance and support to maintain high standards for the delivery of customer focused information and licence processing. |
| External | |
| Game Hunting Licence Holders and other stakeholders | <ul style="list-style-type: none">• Provision of quality customer service and accurate game hunting licensing and associated information. |

Role dimensions

Decision making

- Make day to day decisions in consultation with the Coordinator with regard to the provision of customer facing information services to clients.
- Make day to day decisions in consultation with the Coordinator with regard to game hunting licence probity and audit assessments.
- Share information and knowledge to ensure customers are provided current and accurate information.

Reporting line

Coordinator Licensing, Customer Service and Public Land Hunting

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Current Class C NSW Drivers Licence and travel throughout NSW and interstate as required; and work outside normal working hours to achieve outcomes including attending meetings at short notice to deal with a range of issues.





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 | Foundational |
| | Commit to Customer Service | Intermediate |
| | Work Collaboratively | Intermediate |
| | 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 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 legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest |
| Relationships | Foundational | <ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak |

NSW Public Sector Capability Framework

| Group and Capability | Level | Behavioural Indicators |
|--|--------------|--|
| Communicate Effectively | | <ul style="list-style-type: none"> • 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 • Co-operate across work areas to improve outcomes for customers |
| Relationships Work Collaboratively | Intermediate | <ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • • Support others in challenging situations |
| Results Demonstrate Accountability | Foundational | <ul style="list-style-type: none"> • Take responsibility for own actions • Be aware of delegations and act within authority levels • Be aware of team goals and their impact on work tasks • Follow safe work practices and take reasonable care of own and others health and safety • Escalate issues when these are identified |
| 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 |