

# Role Description

## Customer Service Officer



Department of  
Primary Industries

Cluster	Industry
Agency	Department of Primary Industries
Division/Branch/Unit	DPI / Agriculture / Education and Regional Services / Education
Location	Paterson
Classification/Grade/Band	Clerk General Scale
ANZSCO Code	541211
PCAT Code	1117292
Date of Approval	April 2018
Website	<a href="http://www.dpi.nsw.gov.au">www.dpi.nsw.gov.au</a>

### 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 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.

The NSW Department of 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, Agriculture (DPI Ag) leads agricultural industry development through extension, science and research, industry policy and regulatory compliance functions to foster sustainable and economic agricultural industries; and provides access to financial loans and grants through the Rural Assistance Authority (RAA).

### Primary purpose of the role

The Customer Service Officer works as part of a small team and is responsible for providing a range of front office reception and day to day administrative services to Departmental Officers and their clients.

## Key accountabilities

- Undertake front counter reception duties, greet visitors to the Department, determine visitor needs and direct them accordingly
- Provide an efficient customer service by answering telephone calls, assessing caller needs, providing information where confident to do so and directing calls to appropriate Departmental staff
- Undertake a range of basic administrative support services under supervision to support Departmental staff
- Coordinate the dispatch and receipt of documents or packages from couriers to support the business of the Department
- Process sales using an online credit card facility and the generation of receipts as well as handling cash sales

## Key challenges

- Undertaking a variety of duties and working cooperatively in a team environment to address customer needs
- Recognising when to ask for advice or assistance when working unsupervised
- Maintaining a general knowledge of changing corporate systems in order to direct and advise both internal and external clients

## Key relationships

Who	Why
<b>Internal</b>	
Customers	<ul style="list-style-type: none"><li>• Provide support, advice and information</li></ul>
College Registrar and Business Manager	<ul style="list-style-type: none"><li>• Receive guidance, discuss priorities and provides regular updates on key issues and progress. Escalates issues as appropriate. Exchange information</li></ul>
Team colleagues	<ul style="list-style-type: none"><li>• Work collaboratively to deliver excellent customer service</li></ul>
<b>External</b>	
Clients and visitors	<ul style="list-style-type: none"><li>• Provide advice, direction and information</li></ul>

## Role dimensions

### Decision making

This role operates with a minor level of autonomy within the parameters of agreed work plans and directions. Refers to supervisor on issues requiring decisions that require deviation from agreed directions and procedures, are likely to escalate or create contentious precedent or require a higher administration to a higher level of management.

### Reporting line

College Registrar and Business Manager

## Essential requirements





Current NSW Driver Licence

## 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](http://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
 <b>Personal Attributes</b>	Display Resilience and Courage	Foundational
	<b>Act with Integrity</b>	<b>Foundational</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 <b>Relationships</b>	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Foundational</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 <b>Results</b>	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
 <b>Business Enablers</b>	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	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
<b>Personal Attributes</b> Act with Integrity	Foundational	<ul style="list-style-type: none"> <li>Behave in an honest, ethical and professional way</li> <li>Take opportunities to clarify understanding of ethical behaviour requirements</li> <li>Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> <li>Speak out against misconduct, illegal and inappropriate</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Foundational	<ul style="list-style-type: none"> <li>behaviour</li> <li>Report apparent conflicts of interest</li> </ul>
		<ul style="list-style-type: none"> <li>Understand the importance of customer service</li> <li>Help customers understand the services that are available</li> <li>Take responsibility for delivering services which meet customer requirements</li> <li>Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>Show respect, courtesy and fairness when interacting with customers</li> </ul>
<b>Results</b> Demonstrate Accountability	Foundational	<ul style="list-style-type: none"> <li>Take responsibility for own actions</li> <li>Be aware of delegations and act within authority levels</li> <li>Be aware of team goals and their impact on work tasks</li> <li>Follow safe work practices and take reasonable care of own and others health and safety</li> <li>Escalate issues when these are identified</li> </ul>
		<ul style="list-style-type: none"> <li>Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>Understand information, communication and document control policies and systems, and security protocols</li> <li>Comply with policies on acceptable use of technology</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>Understand information, communication and document control policies and systems, and security protocols</li> <li>Comply with policies on acceptable use of technology</li> </ul>