

# Role Description

## Assistant Customer Service Coordinator



Treasury

Agency	NSW Treasury
Division/Branch/Unit	Trade, Tourism, Investment and Precincts
Location	Sydney CBD
Classification/Grade/Band	Clerk Grade 5/6
Kind of Employment	Temporary
ANZSCO Code	511112
PCAT Code	1119192
Date of Approval	July 2020
Agency Website	<a href="http://www.treasury.nsw.gov.au">www.treasury.nsw.gov.au</a>

### Agency Overview

The key customer of NSW Treasury is the NSW Government on behalf of the people of NSW. Our vision is ensuring that the people of NSW have access to services and infrastructure that deliver social and economic benefits underpinned by a strong and sustainable economic and financial position.

Information about the structure and functions of the NSW Treasury can be sourced on our website: <https://www.treasury.nsw.gov.au> (Refer to “About Treasury” and “Our Treasury Team”).

As part of our vision to become a World Class Treasury, we believe Treasury has a primary role to support and invest in our key partners (service delivery clusters). This includes a responsibility to lift the financial management capability and culture across the sector and support NSW Government’s commitment to achieve significant and sustainable financial management improvement.

### The Division:

The Jobs, Investment and Tourism team implements the NSW Government’s economic development activities. We deliver programs and services, in NSW and across the world, to grow industry, trade, investment and tourism.

### The Team

The Global NSW Concierge is part of the Investment Attraction Branch, and supports the wider division to deliver economic development goals for the State. We manage, coordinate and respond to enquiries from Australian-based and global businesses, including from NSW’s priority international markets and Austrade’s global network. We respond to many enquiries directly, but for sophisticated, high value enquiries, Concierge coordinates responses across government. Our work:

- attracts businesses to deliver jobs and capital expenditure in NSW’s priority sectors and precincts
- helps international businesses buy products from NSW companies, and
- assists NSW-based businesses to sell their products and services in international markets.

## Primary purpose of the role

In this dynamic role of Assistant Customer Service Coordinator, you provide information, advice and support to both NSW and globally based clients/customers to support the development of NSW Government driven trade, investment and industry development projects. In servicing clients, you will collaborate daily with colleagues across the NSW state and federal governments, as well as NSW's international offices.

## Key accountabilities

- Respond to a wide range of enquiries and from external and internal clients/customers in line with service standards to ensure the provision of accurate information, and the timely and effective resolution of issues
- Support the team and/or coach others to complete related tasks to service standards and achieve optimal service delivery
- Facilitate appropriate client/customer outcomes by applying relevant knowledge and procedures
- Respond to enquiries and complete a range of processes with accuracy and efficiency to support quality customer service outcomes
- Provide administrative services, including coordination of input from multiple stakeholders on some occasions in order to respond to complex client/customer enquiries
- Develop and maintain specialised knowledge, techniques and skills to support the delivery of a high-quality service
- Review and analyse work volumes, report new or emerging issues or trends and contribute to changes and strategies to support decision making and achieve business outcomes
- Provide project, research and administrative support, including market research, monitoring and reporting on project plans, milestones and deliverables, to ensure time, cost and quality indicators are in line with approved project plans
- Communicate with relevant stakeholders to provide updates regarding project or enquiry status and implementation issues

## Key challenges

- Dealing with a diverse range of matters in a high volume or sensitive client/customer focused frontline environment
- Completing administrative and processing tasks within defined service standards in a timely manner
- Keeping up to date with the range, pace and complexity of information and knowledge required to deliver quality service

## Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"><li>• Escalate issues and keep informed on matters that impact client/customers or business</li><li>• Contribute to broader unit issues</li><li>• Participate in discussions regarding development, performance and service level standards</li><li>• Receive guidance and feedback</li></ul>

Who	Why
Team	<ul style="list-style-type: none"> <li>• Participate in meetings, share information and provide input on issues</li> <li>• Guide, support and mentor team members to deliver business outcomes within a diverse team</li> <li>• Role model behaviours and values</li> </ul>
Internal stakeholders and clients	<ul style="list-style-type: none"> <li>• Provide a customer focused approach to service delivery</li> <li>• Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues</li> <li>• Address/respond to queries to provide advice where possible, redirect or coordinate with relevant parties for review and resolution</li> <li>• Coordinate meetings and activities</li> </ul>
<b>External</b>	
Stakeholders within government and industry	<ul style="list-style-type: none"> <li>• Manage the flow of information, seek clarification and provide advice and coordination of responses to ensure prompt resolution of enquiries and issues</li> <li>• Develop and maintain effective working relationships and open channels of communication to facilitate liaison, consultation, engagement and/or participation in initiatives</li> <li>• Coordinate meetings and activities</li> </ul>

## **Role dimensions**

### **Decision making**

- Exercises discretion in the approach and content of information, advice and recommendations provided in consultation with the Manager and other officers
- Refers to the Team Leader/Manager decisions that require change to outcomes or timeframes; are likely to escalate or require submission to or input from a higher level of management.
- This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.
- Coordinates meeting and event logistics and details on occasions.

### **Reporting line**

Manager

### **Direct reports**

Nil

### **Budget/Expenditure**

Nil

### **Essential requirements**





- Tertiary qualifications in finance, business, or other relevant discipline preferred.
- Experience in business operations support, particularly in international operations preferred.
- Highly organised with the ability to multi-task and, plan and to manage work processes involving multiple stakeholders to meet deadlines.
- Ability to anticipate stakeholder needs and use initiative to identify and proactively avoid risks and issues developing.
- Excellent record keeping skills with attention to detail and a high level of accuracy.
- Resilient, with high level information gathering, negotiation and communication skills.
- Good written and verbal communication skills.

## 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)

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

### Capability summary

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	<b>Act with Integrity</b>	<b>Foundational</b>
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	<b>Plan and Prioritise</b>	<b>Intermediate</b>
	Think and Solve Problems	Foundational
	<b>Demonstrate Accountability</b>	<b>Foundational</b>
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	<b>Project Management</b>	<b>Intermediate</b>

## 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 behaviour</li> <li>Report apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<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>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>Build a supportive and co-operative team environment</li> <li>Share information and learning across teams</li> <li>Acknowledge outcomes which were achieved by effective collaboration</li> <li>Engage other teams/units to share information and solve issues and problems jointly</li> <li>Support others in challenging situations</li> </ul>
<b>Results</b> Plan and Prioritise	Intermediate	<ul style="list-style-type: none"> <li>Understand the team and unit objectives and align operational activities accordingly</li> <li>Initiate and develop team goals and plans, and use feedback to inform future planning</li> <li>Respond proactively to changing circumstances and adjust plans and schedules when necessary</li> <li>Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals</li> <li>Accommodate and respond with initiative to changing priorities and operating environments</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>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Apply computer applications that enable performance of more complex tasks</li> <li>• Apply practical skills in the use of relevant technology</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Understand and comply with information and communications security and acceptable use policies</li> <li>• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies</li> </ul>
<b>Business Enablers</b> Project Management	Intermediate	<ul style="list-style-type: none"> <li>• Perform basic research and analysis which others will use to inform project directions</li> <li>• Understand project goals, steps to be undertaken and expected outcomes</li> <li>• Prepare accurate documentation to support cost or resource estimates</li> <li>• Participate and contribute to reviews of progress, outcomes and future improvements</li> <li>• Identify and escalate any possible variance from project plans</li> </ul>