

Role Description

Service Coordinator



Cluster	Customer Service
Agency	Service NSW
Division/Branch/Unit	Service Delivery
Classification/Grade/Band	SNSW Grade 6
ANZSCO Code	541111
PCAT Code	1119192
Date of Approval	March 2014

Agency overview

Service NSW is making it easier for people and businesses across NSW to access government services. Since launching in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.

Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres. We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions.

Primary purpose of the role

Coordinates and supervises the activities of a customer service team in meeting the needs of the customers of NSW by allocating and coordinating workflows and including managing escalated customer enquiries properly and effectively, identifying and eliminating errors and planning for continuous improvement. This role also supports the Service Centre Manager in the form of employee management and various financial and administrative duties when required.

Key accountabilities

- Monitor the provision of timely, high quality service to customers of NSW Government consistent with Service NSW vision, mission and values, as assessed by internal reviews and customer feedback.
- Supervise and coach a team of customer service employees, including appraising performance and providing feedback, developing learning and development plans to ensure the delivery of optimal levels of service to customers consistent with Service NSW vision, mission and values.
- Develop, apply and maintain high level specialist knowledge relevant to Service NSW products, processes and operating practices and procedures.
- Maintain efficient and effective operations in the service centre, identify the cause of long waiting times in queues and allocate resources based on demand on the spot to ensure smooth counter operation.
- Act as the escalation point for customer complaints, resolve and document the complaints as per defined processes and standards and escalate and follow up unresolved issues.
- Proactively seek out ways to provide an integrated customer experience, including the promotion of self service facilities and other resources that enhance customer interactions with government.

- Contribute new ideas, and assist the Service Centre Manager with monitoring, analysis and evaluation of work volume to recommend changes as required, including the identification of opportunities to improve the efficiency of work processes, implement changes in the workplace and develop and modify practices and protocols to improve employee performance.
- Contribute to the development and implementation of policies, procedures and protocols for the service centre team.

Key challenges

- Maintaining expert knowledge of the range of services provided by Service NSW and the procedures customers need to follow to access the services, given the large number of government agencies involved.
- Maintaining an awareness of customer needs and business issues to ensure that the Service NSW service centre continue to meet customer and business expectation in a constantly evolving service environment.
- Managing various customer issues or complaints on the spot (where applicable), without the need for further escalation.

Key relationships

Who	Why
Internal	
Service Centre Manager	<ul style="list-style-type: none"> • Provide advice on channel operational issues, development and deployment of solutions. Escalate issues, receive instructions and ensure targets are met
Concierge	<ul style="list-style-type: none"> • Provide advice, influence and convince of suitable course of actions for an integrated approach to service delivery
Work Team	<ul style="list-style-type: none"> • Guide, support, coach and mentor • Provide own perspective and share information • Work collaboratively with, inspire and motivate
Other Service Coordinators	<ul style="list-style-type: none"> • Regularly engage to share or seek information, and/or to advocate a particular position.
External	
Customers	<ul style="list-style-type: none"> • Manage and monitor provision of service

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control and refers to the /Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to 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

Reporting line

Reports to the Service Centre Manager.

Essential requirements





- Proven experience in working in a service centre with knowledge of core products, policies and procedures related to an organisation.
- Demonstrated ability to effectively lead teams in a high volume environment with the ability to drive change in the workplace and create a positive outcome for customers.
- Ability to coach, train and mentor employees to enable them to achieve individual and organisational goals

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	Adept
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Adept
	Demonstrate Accountability	Intermediate
 Business Enablers	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 Display Resilience and Courage	Adept	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
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	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

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">• 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