

Role Description

Engagement and Complaints Officer



Customer
Service

Cluster	Customer Service
Agency	Department of Customer Service
Division/Branch/Unit	NSW Fair Trading – Community & Engagement Branch
Location	Various
Classification/Grade/Band	Grade 3/4
Role Number	Various
ANZSCO Code	541112
PCAT Code	1119192
Date of Approval	April 2017
Agency Website	www.fairtrading.nsw.gov.au

Agency overview

Information about our Agency and the services and resources provided can be found on our website www.fairtrading.nsw.gov.au

Primary purpose of the role

Provide quality service, information and assistance to clients and businesses on a wide range of matters, assisting customers in the lodgement of documents, correspondence and/or complaints and/or resolution of issues, including those requiring analysis and specialised knowledge.

Key accountabilities

- Facilitate customer complaints to resolve issues and deliver acceptable outcomes
- Monitor trader conduct, complaint history and social media content and assist with trader education activities in accordance with Fair Trading specific projects/programs and escalate matters as required
- Contribute to quality control mechanisms to improve customer service delivery
- Actively participate in the delivery of community engagement programs to raise the community's awareness of legislation administered by the Department
- Respond promptly to enquiries from customers both internal and external on a wide range of matters
- Assist customers to find solutions to a wide range of matters by educating them on relevant legislation, regulations, procedures and the role of the Department to provide information and present impartial options within that framework
- Prepare submissions, reports and correspondence
- Constructively and cooperatively participate and contribute to the team environment

Key challenges

- Managing complaints in a high volume, client-focused environment in line with service delivery standards
- Accessing or referring to relevant legislation, regulations and policy quickly to provide valid, consistent and authoritative information to the client and identify legislative breaches or trader misconduct
- Conflict resolution, managing challenging interactions and customer expectations
- Managing workloads effectively in a diverse regulatory environment

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, advise, receive guidance and instructions• Participate in discussions and decisions regarding operational issues
Work Team	<ul style="list-style-type: none">• Support team members and work collaboratively to contribute to achieving the teams business outcomes• Participate in meetings to share information and provide input on issues
Client/Customer	<ul style="list-style-type: none">• Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues• Address/respond to enquiries and complaints and provide solutions where possible, or redirect to relevant area
External	
Industry professionals/ consultants	<ul style="list-style-type: none">• Seek/maintain specialist knowledge/advice and collaborate on sector changes and keep up with best practice in related industries• Participate in forums and groups to represent the agency and share information

Role dimensions

Decision making

Decision making responsibilities and formal delegations under the act &/or DCS policy

Direct reports

Nil

Budget/Expenditure

N/A

Essential requirements

Experience in identifying customer needs in a high volume, frontline operational environment.





Complaint handling experience required
 Community engagement to various sized groups
 Satisfactory Employment Screening Checks

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	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	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 Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
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
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
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 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