

Role Description

Laboratory Customer Service



Department of
Primary Industries

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|---------------------------|--|
| Cluster | Regional NSW |
| Agency | Department of Regional NSW |
| Division/Branch/Unit | DPI / Infrastructure, Investment & Business Development |
| Location | Wollongbar / Wagga Wagga |
| Classification/Grade/Band | Technical Assistant Grade 1 - 3 |
| ANZSCO Code | 311111 |
| PCAT Code | 1119192 |
| Date of Approval | September 2020 (Updated April 2021) |
| Agency Website | www.dpi.nsw.gov.au |

Agency overview

The Department of Regional NSW was formed in 2020 as a central agency for regional issues. The Department is responsible for building resilient regional economies and communities, strengthening primary industries, managing the use of regional land, overseeing the state's mineral and mining resources and ensuring government investment in regional NSW is fair and delivers positive outcomes for local communities and businesses.

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.

DPI Infrastructure, Investment & Business Development Branch is focused on maximising the Department's portfolio of commercial activities and infrastructure, as well as building new commercialisation pathways and opportunities for DPI, its people and projects by focusing on the Department's external interface with customers and communities, alignment of strategic priorities and investment and formation of strong business partnerships.

Primary purpose of the role

To provide quality customer relationship management as the first point of contact for customers of the Wagga Wagga Laboratory Services and provide technical assistance for the Oil Testing Service (OTS) and Feed Quality Service (FQS) as required.

Key accountabilities

- Liaise with and provide customer service assistance to internal and external customers and stakeholders, identifying and responding quickly to customer needs using a variety of communication tools
- Triage customer enquiries to appropriate staff for resolution in a timely manner to achieve superior levels of customer satisfaction for the OTS and FQS

- Manage and coordinate receiving customer samples and recording customer data using the Laboratory Information Management Systems (LIMS) in accordance with quality management systems to provide customers with accurate and timely test reports and invoices
- Provide support in accurate data entry, customer quotations, invoicing and other tasks required to support processes of the Wagga Wagga Laboratory Services team
- Comply with the work standards according to the level of appointment in the Technical Staff Merit Progression Guidelines.

Key challenges

- Manage multiple tasks effectively and efficiently in a team environment to meet required laboratory and QMS time frames
- Displaying a positive image while meeting customer service standards in a demanding and varied environment.

Key relationships

| Who | Why |
|-----------------------|---|
| Internal | |
| Coordinator Chemistry | <ul style="list-style-type: none"> • Receives guidance from, discusses priorities and provides regular updates on key issues and progress • Assist and support the delivery of quality information and administration to achieve departmental outcomes • Escalates issues as appropriate |
| Team Colleagues | <ul style="list-style-type: none"> • Interact with and work collaboratively to achieve unit outcomes |
| External | |
| Laboratory Customers | <ul style="list-style-type: none"> • Respond to and action enquiries from customers on pricing, quoting, results and invoicing and escalate within the unit as required • Assist and educate customers about pricing and sample submission procedures |

Role dimensions

Decision making

Operates in a structured environment subject to established policies, procedures and practices. Decisions which can be made by the role holder include prioritising own workload.

Reporting line

Coordinator Chemistry

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Qualifications in accordance with Part 2 (xv) of the Crown Employees (Department of Industry) Technical Staff Award
- Current NSW Driver License

Capabilities for the role



The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.



The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.




| FOCUS CAPABILITIES | | | |
|--|---|---|--------------|
| Capability group/sets | Capability name | Behavioural indicators | Level |
|  Personal Attributes | Act with Integrity Be ethical and professional, and uphold and promote the public sector values | <ul style="list-style-type: none">• Behave in an honest, ethical and professional way• Build understanding of ethical behaviour• Follow legislation, policies, guidelines and codes of conduct that apply to your role and organisation• Speak out against misconduct and illegal and inappropriate behaviour• Report apparent conflicts of interest | Foundational |
|  Relationships | Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives | <ul style="list-style-type: none">• Recognise the importance of customer service and understanding customer needs• Help customers understand the services that are available• Take responsibility for delivering services that meet customer requirements• Keep customers informed of progress and seek feedback to ensure their needs are met• Show respect, courtesy and fairness when interacting with customers• Recognise that customer service involves both external and internal customers | Foundational |

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|  Results | Demonstrate Accountability Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | <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 • Follow government and organisational record-keeping requirements | Foundational |
|  Business Enablers | Technology Understand and use available technologies to maximise efficiencies and effectiveness | <ul style="list-style-type: none"> • Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security | |

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES | | | |
|---|--------------------------------|--|--------------|
| Capability group/sets | Capability name | Description | Level |
|  Personal Attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Foundational |
| | Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Foundational |
| | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
|  Relationships | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Foundational |
| | Work Collaboratively | Collaborate with others and value their contribution | Foundational |
| | Influence and Negotiate | Gain consensus and commitment from others, and resolve issues and conflicts | Foundational |
|  Results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Foundational |
| | Plan and Prioritise | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Foundational |
| | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Foundational |
| | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Foundational |



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| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Foundational |
| Project Management | Understand and apply effective planning, coordination and control methods | Foundational |