

Job Title	Customer Service Representative
Agency	Service NSW
Division	Service Delivery
Location	Various
Grade/Band	SNSW 3/4
Kind of Employment	On-going
ANZSCO Code	541112
Role Number	Various
PCAT Code	1119192
Date of Approval	
Agency Website	www.servicensw.gov.au

Agency overview

At Service NSW we are a customer focused organisation, passionate about delivering a great customer experience, every day in every way.

Our culture is defined by shared values and behaviours that support the achievement of our 2015 Vision and Mission. Our success is based on living our shared values every day when we work with our customers and with each other.

Our vision is to be recognised as the distinctive leader in the provision of government services.

Our mission is to simplify the way customers do business with government and to transform our customers' experience through excellent service and quality at an optimal cost to serve. We'll do this by:

- putting our customers at the heart of everything we do;
- delivering more choice;
- making it easier to connect with us through a variety of easy to access channels; and,
- innovating, improving and simplifying how we do things.

Our values serve as a compass for our actions. These are the three core values that we live by:

Passion

A great customer experience is our highest priority.

Teamwork

We work together for positive customer outcomes.

Accountability

We work to create value and take ownership for the customer experience end-to-end.

Primary purpose of the role

- Deliver services that provide timely, accurate and efficient information and assistance to the customers of NSW, ensuring high levels of customer service delivery and the provision of a quality customer experience which is easy, convenient and secure as possible.
- Undertake administrative work to support the provision of service delivery as required.

Key accountabilities

- Provide timely, high quality customer service to customers consistent with Service NSW vision, mission and values, as assessed by internal reviews and customer feedback.
- Create a positive relationship in all customer interactions, maintaining a professional and friendly manner and ensuring customer satisfaction as a priority.
- Liaise with agencies regarding the referral of complex enquiries and transactions.
- Perform administrative activities to support the provision of service delivery.
- Acknowledge, resolve and record customer complaints and escalate any unresolved issues.
- Undertake routine system searches, input and extract data using available computer systems.
- As a service centre team member, perform work as required in line with capabilities to contribute to the success of Service NSW objectives.
- Comply with privacy requirements and legislative obligations ensuring confidentiality, privacy and integrity of information is not compromised.
- Contribute to the development of new ideas, including the identification of opportunities to improve the efficiency of work processes and the implementation of changes in the workplace.

Key challenges

- Maintain an in-depth knowledge of the range of services that Service NSW provides and relevant policies and procedures that apply.
- Maintain a positive, polite and helpful approach in dealing with customers.
- Work in a team and balancing competing priorities within a high volume environment which operates on a shift schedule 6 days a week and achieving individual and team KPIs within service standards.
- Create a positive outcome for customers while taking ownership of and addressing customers' needs.
- Ensure compliance and consistent application of policies, guidelines, procedures and legislation.
- Demonstrate a willingness and aptitude to be observed, coached and mentored.
- Correctly identify matters that require referral to management or another government agency.
- Exercise tact, judgement and initiative when obtaining information from and dealing with customers.

Key relationships

Who	Why
Internal	
Service Centre Manager	Escalate issues, receive instructions and ensure targets are met.
Service Coordinator	Escalate issues and receive instructions.
Concierge	Regularly engage to provide a seamless customer experience.
Other Customer Service Representatives	Regularly engage to share or seek information.
External	

Who	Why
Customers	Provide timely, accurate, efficient and personalised service .

Role dimensions

Decision making

The position is fully accountable for the customer experience provided and the responsible use of systems and personal information

Reporting line

The Customer Service Representative reports directly to the Service Centre Manager.

Essential requirements




- Demonstrated experience in providing excellent customer service in a service centre or frontline service environment.

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	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
	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	Intermediate	<ul style="list-style-type: none"> Be flexible and adaptable and respond quickly when situations change Offer own opinion and raise challenging issues Listen when ideas are challenged and respond in a reasonable way Work through challenges Stay calm and focused in the face of challenging situations
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
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Results Deliver Results	Foundational	<ul style="list-style-type: none"> Complete own work tasks under guidance, within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks Seek clarification when unsure of work tasks
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 Make effective use of records, information and knowledge management functions and systems Understand and comply with information and communications security and acceptable use policies

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none">Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies