

# Role Description

| Job Title          | Middle Office Customer Service Officer – Administration            |
|--------------------|--|
| Agency             | Service NSW  |
| Division           | Digital and Middle Office  |
| Location           | Parkes Business Centre   |
| Grade/Band         | SNSW Grade 2/3   |
| Kind of Employment | Ongoing  |
| ANZSCO Code        | 541111   |
| Role Number        | TBA  |
| PCAT Code          | 1119192  |
| Date of Approval   |  |
| Agency Website     | <a href="http://www.service.nsw.gov.au">www.service.nsw.gov.au</a> |

## 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 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 transactional services that provide timely, accurate and efficient information and assistance to NSW customers whilst ensuring high levels of customer service.
- Communication through email, telephone and mail to NSW customers on a variety of NSW Government services provided by Service NSW

## **Key accountabilities**

- Collect, open and sort incoming and returned mail received from internal and external customers
- Sort, distribute and post outgoing mail to internal and external customers
- Written and verbal communication with internal and external stakeholders providing ongoing support
- 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
- Provide timely, high quality customer service to customers consistent with Service NSW vision, mission and values, as assessed by internal reviews and customer feedback.
- Operate the telephony and other communication systems alongside agency-specific technology systems with accuracy and efficiency
- Create a positive relationship in all customer interactions, maintaining a professional and friendly manner and ensuring customer satisfaction as a priority
- Contribute to continuous improvement initiatives through new ideas and identify improvement opportunities to enhance the efficiency of work processes

## **Key challenges**

- Maintain a basic 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 within a high volume environment and achieving team KPIs within service standards
- 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  |
|-----------------------------|--|
| <b>Internal</b>             |  |
| All Middle Office Teams     | Provide advice, influence and convince of suitable course of actions for an integrated approach across channels<br>Regularly engage to share or seek information |
| Middle Office Team Leader   | Escalate issues, receive instructions and ensure targets are met.  |
| Service / Call Centre Staff | Liaise and support customer enquiries via each channel   |
| <b>External</b>             |  |
| Other Government Agencies   | Liaise, validate, process and communicate operational tasks and information  |

## Role dimensions

### Decision making

The position is fully accountable for compliance to any of the operations programs and activities.

### Reporting line

This role reports to the Team Leader, Middle Office

### Direct reports

N/A

### Budget/Expenditure

N/A

## Essential requirements

- Ability to learn and use various computer applications and databases
- Demonstrated experience in providing excellent service in a Middle Office or transaction fulfilment environment

### Notes:





- The successful applicant may be required to work outside normal working hours on occasions

## 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)

### 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               |
| <br>Personal Attributes | Display Resilience and Courage      | Foundational        |
|  | Act with Integrity                  | Foundational        |
|  | <b>Manage Self</b>                  | <b>Foundational</b> |
|  | Value Diversity                     | Foundational        |
| <br>Relationships       | Communicate Effectively             | Foundational        |
|  | <b>Commit to Customer Service</b>   | <b>Foundational</b> |
|  | <b>Work Collaboratively</b>         | <b>Foundational</b> |
|  | Influence and Negotiate             | Foundational        |
| <br>Results           | Deliver Results                     | Foundational        |
|  | Plan and Prioritise                 | Foundational        |
|  | <b>Think and Solve Problems</b>     | <b>Foundational</b> |
|  | <b>Demonstrate Accountability</b>   | <b>Foundational</b> |
| <br>Business Enablers | Finance                             | Foundational        |
|  | <b>Technology</b>                   | <b>Foundational</b> |
|  | Procurement and Contract Management | N/A                 |
|  | Project Management                  | N/A                 |

| Group and Capability                               | Level      | Behavioural Indicators   |
|--|------------|--|
| <b>Personal Attributes</b><br>Manage Self          | Foundation | <ul style="list-style-type: none"> <li>• Be willing to develop and apply new skills</li> <li>• Show commitment to completing work activities effectively</li> <li>• Look for opportunities to learn from the feedback of others</li> </ul>   |
| <b>Relationships</b><br>Commit to Customer Service | Foundation | <ul style="list-style-type: none"> <li>• Understand the importance of customer service</li> <li>• Help customers understand the services that are available</li> <li>• Take responsibility for delivering services which meet customer requirements</li> <li>• Keep customers informed of progress and seek feedback to ensure their needs are met</li> <li>• Show respect, courtesy and fairness when interacting with customers</li> </ul>   |
| <b>Relationships</b><br>Work Collaboratively       | Foundation | <ul style="list-style-type: none"> <li>• Work as a supportive and co-operative team member, share information and acknowledge others' efforts</li> <li>• Respond to others who need clarification or guidance on the job</li> <li>• Step in to help others when workloads are high</li> <li>• Keep team and supervisor informed of work tasks</li> </ul>   |
| <b>Results</b><br>Think and Solve Problems         | Foundation | <ul style="list-style-type: none"> <li>• Find and check information needed to complete own work tasks</li> <li>• Identify and inform supervisor of issues that may impact on completion of tasks</li> <li>• Escalate more complex issues and problems when these are identified</li> <li>• Share ideas about ways to improve work tasks and solve problems</li> <li>• Suggest improvements to work tasks for the team</li> </ul>   |
| <b>Results</b><br>Demonstrate Accountability       | Foundation | <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>  |
| <b>Business Enablers</b><br>Technology             | Foundation | <ul style="list-style-type: none"> <li>• Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>• Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>• Understand information, communication and document control policies and systems, and security protocols</li> <li>• Comply with policies on acceptable use of technology</li> </ul> |

## 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.