

Role Description

Customer Service Officer



Customer
Service

Role Description Fields	Details
Cluster	Customer Service
Department/Agency	Department of Customer Service
Division/Branch/Unit	Customer, Delivery and Transformation / NSW Government Digital Channels
Classification/Grade/Band	Clerk Grade 7/8
ANZSCO Code	561999
PCAT Code	1119192
Role Family	Customer
Date of Approval	April 2022
Agency website	www.customerservice.nsw.gov.au

Primary purpose of the role

Provide high quality information, advice, and services to customers and stakeholders on diverse range of products and services, to deliver quality customer service outcomes and provide a positive customer experience to facilitate the effective operation of the business.

Key accountabilities

- Provide high quality information and advice on a diverse range of products and services to ensure enquiries from customers on a wide range of matters are actioned in a timely and consistent manner to optimise customer experience.
- Apply specialised knowledge to provide support to customers and stakeholders on efficient and effective management and use of products, systems, processes, technologies and/or services to optimise efficiency
- Update and maintain records and databases, complying with service delivery systems and processes, to ensure that all information is accurate, stored correctly and accessible and ensure the integrity of the information/data supports reporting, and decision making
- Provide advice and services in a professional manner in all customer interactions to create positive customer experiences
- Maintain currency and high-level knowledge of organisational information resources and operating standards and practices to record and resolve service requests to ensure positive customer outcomes
- Develop and maintain specialised knowledge, techniques and skills to deliver a high-quality service and an enhanced customer experience
- Provide a range of support services, including but not limited to records management, routine correspondence, meeting and event coordination, to support the effective operation of the team/unit
- Maintain awareness of the organisation's customer escalation points to ensure customers are referred to appropriate channels
- Contribute to the design and implementation of a culture of continuous customer service improvement initiatives through the generation of new ideas and identification of opportunities to improve the efficiency of work processes and the implementation of changes in service delivery

Key challenges

- Balancing competing demands with tight timeframes to ensure customer Service Level Agreements are met and comply with organisational standards
- Keeping up to date with latest industry trends and rules and regulations while working within a high volume, high pressure and constantly evolving support environment.
- Effectively prioritising workflow in a high volume and time pressured environment where inputs and information from multiple internal and external sources are required to complete activities

Key relationships

Internal

Who	Why
Manager	<ul style="list-style-type: none">• Escalate issues, keep informed, advise, receive guidance and instructions• Provide recommendations and inform through reporting any sensitive and emerging issues• Participate in meetings and discussions to share information and provide input and feedback
Work team	<ul style="list-style-type: none">• Support team members and work collaboratively to contribute to achieving the team's business outcomes• Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice• Represent work group perspective and share information• Review work and proposals of team members
Customers/Stakeholder	<ul style="list-style-type: none">• Provide a client-focused approach to service delivery• Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues• Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert advice and regular updates.• Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution

External

Who	Why
Customers/Stakeholder	<ul style="list-style-type: none">• Respond and resolve queries, provide information and/or resources or redirect to the appropriate person or business unit if required• Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards• Engage with, consult, seek clarification and provide customer focused advice and responses to ensure the prompt resolution of issues

Vendors/Service Providers	<ul style="list-style-type: none"> • Monitor provision of service to ensure compliance with contracts and service arrangements • Contact to provide and gather information and resolve routine issues. • Manage contracts, including communications and business requests to ensure contract compliance.
Industry professionals/ Consultants	<ul style="list-style-type: none"> • Collaborate with and seek/maintain specialist knowledge/advice • Participate in forums, groups to represent the agency and share information • Participate in discussions regarding innovation and best practice
Other Government Agencies	<ul style="list-style-type: none"> • Participate in meetings and represent the organisation's perspective • Provide and share information, discuss and seek input on matters or issues
Industry and Industry Leaders	<ul style="list-style-type: none"> • Develop and maintain effective working relationships • Collaborate with and provide expert opinion to on contemporary issues and matters • Advocate agency position, influence and negotiate with

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Customer Service Manager

Direct reports

Nil

Budget/Expenditure

As per the Customer Service Delegations

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.

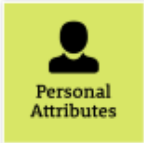


The capabilities are separated into focus capabilities and complementary capabilities

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
	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations 	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation 	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	Adept



Work Collaboratively

Collaborate with others and value their contribution

- Encourage a culture that recognises the value of collaboration
- Build cooperation and overcome barriers to information sharing and communication across teams and units
- Share lessons learned across teams and units
- Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work
- Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services

Adept



Technology

Understand and use available technologies to maximise efficiencies and effectiveness





- Identify opportunities to use a broad range of technologies to collaborate
- Monitor compliance with cyber security and the use of technology policies
- Identify ways to maximise the value of available technology to achieve business strategies and outcomes
- Monitor compliance with the organisation's records, information and knowledge management requirements








Adept

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.

Capability group/sets	Capability name	Description	Level
	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate

	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	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	Intermediate