

Role Description

Technical Officer (Laboratory Customer Service)



Department of
Primary Industries

Cluster	Regional NSW
Agency	Department of Regional NSW
Division/Branch/Unit	Department of Primary Industries / Infrastructure, Investment & Business Excellence / Customer & Service Delivery
Location	Wagga Wagga
Classification/Grade/Band	Technical Officer Grade 1 - 3
ANZSCO Code	311111
PCAT Code	1119192
Date of Approval	July 2022
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.

NSW Primary Industries, as Department of Primary Industries (DPI), supports the development of profitable primary industries that create a more prosperous NSW and contribute to a better environment through 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 AgEnviro Labs Feed Quality Service and Oil testing Service and to prepare testing costs, quotes and invoices for customers.

Key accountabilities

- Respond to customer technical and testing enquiries in a timely manner to achieve superior levels of customer satisfaction for the AgEnviro Labs Feed Quality Service and Oil Testing Service.
- Manage laboratory customer accounts by establishing and administering service agreements and accurate invoicing processes.

- Manage and coordinate receipt of customer samples and accurate recording and processing of customer communication and data using customer record and laboratory information management systems.
- Supporting the laboratory with the implementation and maintenance of customer service procedures for the quality assurance systems.
- Comply with work standards according to the level of appointment in the Technical Officer Merit Progression Guidelines.

Key challenges

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

Key relationships

Who	Why
Internal	
Senior Analytical Services Officer	<ul style="list-style-type: none"> • Receives guidance from, discusses priorities and provides regular updates on key issues and progress. Escalates issues as appropriate
AgEnviro Labs team	<ul style="list-style-type: none"> • Interact with and work collaboratively to achieve team outcomes
NSW DPI Researchers (Internal Customers)	<ul style="list-style-type: none"> • Respond to and action enquiries from customers on pricing, quoting, laboratory results and invoicing and escalate within the team as required • Assist and educate customers about pricing and sample submission procedures.
External	
Laboratory Customers	<ul style="list-style-type: none"> • Respond to and action enquiries from customers on pricing, quoting, laboratory results and invoicing and escalate within the team 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 in consultation with the Senior Analytical Services Officer and team members.

Reporting line

Senior Analytical Services Officer

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

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

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
 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 	Foundational

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
 Business Enablers	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	Foundational