

Role Statement

Customer Services Officer (ASO2)

Organisational alignment

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|--------------|---|
| Division: | South Australian Public Transport Authority (SAPTA) |
| Directorate: | Customer Transformation |
| Section: | Customer Care |

Reporting Relationships

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|---------------------------|-------------|
| Reports to | Team Leader |
| Number of direct reports: | 0 FTEs |

Role overview

The Customer Service Officer role plays a critical part in the provision of friendly, accurate and timely customer services, including taking ownership of customer issues and honoring commitments.

The role also identifies and promotes process improvements and delivery on customer service best practice through positive stakeholder engagement, along with building relationships with our customers. This role is a public-facing role that involves communicating with customers and clients via telephone, face-to-face, email or other emerging technology regarding a particular service or product.

Further information about the department can be found at https://dit.sa.gov.au/about_us

Our Values

We pride ourselves on applying these values to our day to day interactions and individual performance. They shape our approach to achieving our strategic agenda.



Collaboration

We work collaboratively as one team to serve our community



Honesty

We are honest, open and act with integrity



Excellence

We are committed to excellence in everything we do



Enjoyment

We enjoy our work and recognise our success



Respect

We respect, understand and value ourselves and every person in our business

Key outcomes required of the role

- Undertake and support a range of functions associated with assigned discrete programs, projects, systems and/or services, including supporting related processes and preparing or providing information.
- Ensure work undertaken meets work quality and service delivery standards and/or compliance with regulations, codes, and specifications.
- Assist with investigations, research, and the preparation and presentation of reports and correspondence and undertaking desktop research where required.
- Maintain the integrity and accuracy of databases and records, and retrieving and archiving information where required.
- Liaise with internal stakeholders to support processes associated with the delivery and/or administration of assigned programs, projects, systems and/or services.
- Assist with the implementation of policies, strategies, standards, guidelines and procedures to meet program or Section goals and objectives.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with the department's Values, legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

Special conditions attached to the role

- This role is classified as a position of trust and will be subjected to a satisfactory Working With Children Clearance in line with departmental policies and procedures;
- Some out of hours and weekend work may be required;
- Some intrastate and interstate travel may be required.

Educational qualifications / licenses

- Nil

Technical capabilities

The following are the technical capabilities required for the role:

- High level communication skills and experience in providing responsive customer service
- Sound knowledge of work processes and multiple PC applications
- Experience with multi-tasking when servicing customers

Person Capabilities

The [department's Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent. The framework is constructed around five categories of capability; Personal Attributes; Building Relationships; Achieving Results; Leadership and Growth; and Performance Enablers.

- This role is classified as Stream 1 within the department's Capability Framework. Refer to Page 4 for the detailed capabilities required for this stream.

Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the Person Capabilities (refer to Page 4) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the Role Overview and Key Outcomes.

- Demonstrates knowledge of the department's Customer Service Charter and takes responsibility for meeting the service-excellence principles.
- Provides a responsive and helpful service to internal and external customers and the communities we serve.
- Is an effective problem solver. Provides evidence to support decisions within their delegation.
- Works collaboratively as part of one team, sharing information and ideas.
- Is aware of and complies with the policies and procedures required in the role.
- Knows when to ask for help or escalate issues. Seeks out specialist advice and support and works within delegation for their role.
- Is accountable, takes ownership and pride in their work. Plans and meets deadlines, persists through difficulties and aims to achieve high-quality results. Shows resilience and courage.
- Shows respect for diverse backgrounds, experiences and perspectives including that of Aboriginal and Torres Strait Islander people. Values diversity of thought.
- Shows genuine care for the safety and wellbeing of self and others.

Approved

Signature date

Title



Team Member

Roles in this stream would typically consist of individual contributors and team members (indicative classifications include ASO1-3, GSE2, PO1, OPS1-3, TGO0-1, TRA, CMW3-7, M8-11, WBT3-6).

| Personal Attributes | Building Relationships | Achieving Results | Leadership and Growth | Performance Enablers |
|---|---|--|---|--|
| <p>Commits to the role of public service Acts professionally, displaying the department's values and public-sector values and ethics.</p> <p>Contributes to a positive culture of safety Shows genuine care for the safety and wellbeing of self, others and the communities we serve. Follows all departmental Work, Health and Safety procedures, contributes to safety meetings and works with others to achieve a zero-harm environment.</p> <p>Shows cultural respect. Values diversity and inclusion Shows respect for diverse backgrounds, experiences and perspectives. Values diversity of thought. Demonstrates awareness and respect for Aboriginal and Torres Strait Islander peoples' culture and values.</p> <p>Embraces change Shows resilience and courage. Anticipates, adapts and responds to change. Projects enthusiasm and recovers from setbacks.</p> | <p>Communicates effectively Actively listens to others, responds in a respectful and timely way. Has open and honest conversations. Communicates clearly in business and technical writing. Has good attention to detail.</p> <p>Works collaboratively Works collaboratively as part of one team, sharing information and ideas.</p> <p>Builds meaningful relationships Develops relationships in the business to deliver more effective outcomes.</p> <p>Influences and negotiates Seeks out different views and helps influence a desired outcome.</p> <p>Commits to delivering community and customer-focused services Demonstrates knowledge of the department's Customer Service Charter and takes responsibility for meeting the service-excellence principles. Provides a responsive and helpful service to internal and external customers and the communities we serve.</p> | <p>Accountable for delivering results Is accountable, takes ownership and pride in their work. Plans and meets deadlines, persists through difficulties and aims to achieve high-quality results. Manages multiple priorities, making choices about time allocation to deliver goals. Knows when to ask for help or escalate issues. Seeks out specialist advice and support and works within delegation for their role.</p> <p>Is a strategic and future thinker Helps identify and apply leading practice in their field of work.</p> <p>Commits to continuous improvement and innovation Helps identify ways to continuously improve work processes.</p> <p>Evidence-based decision maker Is an effective problem solver. Provides evidence to support decisions within their delegation.</p> | <p>Leads high-performing individuals and teams Only relevant if you have supervisory responsibilities.</p> <p>Seeks clarity and purpose Seeks to understand how their role contributes to achieving the department's and State Government strategic goals.</p> <p>Commits to developing skills and career Sets and achieves personal targets, contributes to delivering team objectives, engages in opportunities for regular feedback and shares expertise. Willing to develop and apply new skills and actively pursues learning experiences to ensure best possible performance.</p> <p>Recognises success Recognises and acknowledges high-quality work in self and others.</p> | <p>Change management Engages with and adapts to change in a positive manner.</p> <p>Financial acumen Has good numeric and financial skills. Understands and follows appropriate financial processes within their delegation.</p> <p>Technology Is familiar and confident in using the technology required for their role and willing to adapt to new technology.</p> <p>Project management Shows awareness and understanding of the department's project-management framework as relevant to their role.</p> <p>Risk and compliance Is aware of and complies with the policies and procedures required in the role. Is able to identify and advise supervisors of risks that impact the work environment.</p> |

A copy of the DPTI Capability Framework is available at https://www.dpti.sa.gov.au/careers/DPTI_Capability_Framework.pdf