

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	Senior Customer Service Officer
Position Number:	502890, 503811, 505469
Classification:	General Stream Band 3
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community, Mental Health and Wellbeing - TasEquip
Position Type:	Permanent/Fixed-Term, Full Time/Part Time
Location:	South, North, North West
Reports to:	Team Leader – TasEquip
Effective Date:	April 2024
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	<p>Current Registration to Work with Vulnerable People. - NDIS</p> <p><i>*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.</i></p>
Desirable Requirements:	Current Driver's Licence.
Position Features:	<p>TasEquip has some 7 day functions.</p> <p>This role is day work with rotational on call support for the Customer Services Officers working on weekends and public holidays.</p>

NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

In accordance with established policies and guidelines, the TasEquip Senior Customer Service Officer is responsible for supporting the Team Leader in effective and efficient operation of the TasEquip Warehouse facility by:

- Undertaking daily warehousing activities to ensure that workloads are effectively prioritised to efficiently meet service delivery needs.
- Providing support and advice to TasEquip clients and prescribers to ensure efficient and effective equipment requesting and return processes.
- Support warehouse staff by providing support and training in equipment handling, customer service and data management.
- Ensuring eligible clients receive appropriate asset and repair services.

Duties:

1. Undertake day-to-day operations of equipment handling, delivery/collection, customer service and administrative duties including data input on all systems in line with agency guidelines and policies.
2. Provide sound advice and accurate information on administrative and operational warehousing enquiries from TasEquip staff, prescribers and clients to ensure prompt and efficient customer service.
3. Train, guide and support warehouse staff on all warehousing processes, including identifying operational and staff training requirements to the Team Leader – TasEquip – to facilitate the safe, efficient, and effective operation of the warehouse.
4. In accordance with relevant policies, procedures, and legislation, undertake financial processes including those associated with the NDIS, prepare and process applications and purchasing orders.
5. Actively participate in, and contribute to, TasEquip process development in conjunction with the other TasEquip Senior Customer Service Officers and Team Leaders – TasEquip to ensure Statewide consistency and efficiency.
6. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
7. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Key Accountabilities and Responsibilities:

- The TasEquip Senior Customer Service Officer is responsible for providing support to the local TasEquip staff team and coordinating the workflow through the warehouse.
- Work is carried out with a degree of independence and autonomy in day-to-day activities, with direction and supervision from the Team Leader – TasEquip.

- The TasEquip Senior Customer Service Officer is expected to exercise initiative, discretion, and judgement in the performance of tasks.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities, and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
 - e. serious traffic offences
2. Identification check
3. Disciplinary action in previous employment check.

Selection Criteria:

1. Demonstrated capacity to work effectively and efficiently in an everchanging warehouse environment with the ability to solve problems to achieve set objectives and to meet deadlines, both individually and as part of a team.
2. Demonstrated experience in computerised financial systems and supporting applications such as office and inventory systems related to efficient warehouse operations.
3. Excellent communication skills, both oral and written with high level interpersonal skills and demonstrated ability to liaise effectively with all stakeholders and team members,
4. High level emotional intelligence with proven ability to conduct duties in a sensitive and discrete manner specially with frail, aged and people living with a disability, within a pressured work environment.

5. Demonstrated capacity to provide support to staff on day-to-day operational matters to maximise warehouse operations according to Agency Guidelines and Policies.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity, and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).