

Statement of Duties

Position Title: Customer Support Officer	Position Number: Generic	Effective Date: February 2016
Group and Unit: Housing, Disability and Community Services – Portfolio and Supply		
Section: Portfolio Maintenance	Location: South	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent	
	Position Type: Full Time	
Level: Band 2	Classification: General Stream	
Reports To: Manager Customer Services		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

As a member of the Portfolio and Supply unit's Maintenance Services team, contribute to the growth and sustainability of Tasmania's social and affordable housing system through the provision of a statewide point of contact for all public housing customers in order to resolve maintenance and tenancy enquiries relating to the Director's social and affordable housing assets.

The core objectives of the position are to undertake a range of client service duties, including administrative, clerical and client support services for staff and clients, to support the efficient and effective delivery of tenancy and maintenance services.

Duties:

1. Liaise in the first instance with clients, staff and members of the public, providing tier one support on a diverse range of enquires relating to the efficient management of client housing services.
2. Issue general work orders where appropriate, and utilise information systems and diagnostic tools to examine tenant accounts and respond to tenant enquiries.
3. Prepare, collate, process, and verify information as a result of tenant enquiries, and utilise the relevant portfolio information management system to resolve client issues and make appropriate referrals and escalations where required.
4. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.

5. 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.

Scope of Work Performed:

- Duties are undertaken under routine supervision and administrative direction from the Manager Customer Services.
- The Customer Service Officer is responsible for the delivery of a prompt, sensitive and confidential customer service for clients and staff of Maintenance Services.
- The occupant will exercise reasonable care in the performance of duties consistent with Work Health and Safety legislation, guidelines and procedures.

Essential Requirements:

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 of any new criminal convictions and/or if a registration/licence is revoked, cancelled or has its conditions altered.

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
2. Identification check
3. Disciplinary action in previous employment check.

Desirable Requirements:

- Client service and complaints management training.

Selection Criteria:

1. Ability to liaise and communicate effectively with clients, some of whom may have challenging behaviours, on a range of matters relating to HDCS services.
2. Good interpersonal and communication skills, both written and verbal.
3. Ability to effectively determine client needs with a strong focus on quality customer/client service and experience.
4. Ability to work effectively, both individually and as a member of a team, in an environment subject to work pressure and change, and complete tasks with accuracy and within set deadlines.

5. Well-developed effective keyboard and information systems skills.
6. A good working knowledge of HDCS housing issues or the ability to acquire such knowledge.

Working Environment:

The Department of Health and Human Services (DHHS) and Tasmanian Health Service (THS) are committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health and human services system, and value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

State Service Principles and Code of Conduct: The minimum responsibilities required of officers and employees of the State Service are contained in the *State Service Act 2000*. The State Service Principles at Sections 7 and 8 outline both the way that employment is managed in the State Service and the standards expected of those who work in the State Service. The Code of Conduct at Section 9 reinforces and upholds the Principles by establishing standards of behaviour and conduct that apply to all employees and officers, including Heads of Agencies. Officers and employees who are found to have breached the Code of Conduct may have sanctions imposed.

The *State Service Act 2000* and the Employment Directions can be found on the State Service Management Office's website at <http://www.dpac.tas.gov.au/divisions/ssmo>

Fraud Management: The Department of Health and Human Services and Tasmanian Health Service have a zero tolerance to fraud. Officers and employees must be aware of, and comply with, their Agency's fraud prevention policy and procedure and it is the responsibility of all officers and employees to report any suspected fraudulent activity to their Director or line manager, the Director HR Management and Strategy or to the Manager Internal Audit. DHHS and THS are committed to minimising the occurrence of fraud through the development, implementation and regular review of fraud prevention, detection and response strategies, and are conscious of the need to protect employees who advise management of suspected fraudulent activity from reprisal or harassment, and to comply with its obligations under the *Public Interest Disclosure Act 2002*. Any matter determined to be of a fraudulent nature will be followed up and appropriate action will be taken. This may include having sanctions imposed under the *State Service Act 2000*.

Delegations: This position may exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements mandated by Statutory office holders including the Secretary. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position. DHHS and the THS have a zero tolerance in relation to fraud and in exercising any delegations attached to this role the occupant is responsible for the detection and prevention of fraud, misappropriation and other irregularities, and for ensuring that all officers and employees are aware of their Agency's fraud policy and reporting procedures.

Blood borne viruses and immunisation: Health Care Workers (as defined by DHHS and THS policy) with the Department of Health and Human Services and Tasmanian Health Service are expected to comply with their Agency's policies and procedures relating to blood borne viruses and immunisation, including against Hepatitis B. Depending on the level of risk associated with their duties, Health Care Workers may be required to demonstrate current immunity, previous seroconversion to Hepatitis B or immunity following vaccination.

Records and Confidentiality: Officers and employees of the Department of Health and Human Services and the Tasmanian Health Service are responsible and accountable for making proper records. Confidentiality must be maintained at all times and information must not be accessed or destroyed without proper authority.

Smoke-free: The Department of Health and Human Services and the Tasmanian Health Service are smoke-free work environments. Smoking is prohibited in all State Government workplaces, including vehicles and vessels.