

Statement of Duties

Position Title: TasEquip - Customer Service Officer	Position Number: Generic	Effective Date: October 2017
Group and Unit: Tasmanian Health Service (THS)		
Section: TasEquip	Location: South, North and North West	
Award: Health and Human Services (Tasmanian State Service)	Position Status: Permanent/Fixed term	
	Position Type: Full Time/Part Time	
Level: Band 2	Classification: General Stream	
Reports To: TasEquip - Coordinator		
Check Type: Annulled	Check Frequency: Pre-employment	

Focus of Duties:

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

- Undertaking daily warehousing activities efficiently and effectively including, but not limited to the appropriate receipting, labelling, issuing, delivery, cleaning and storage of assets;
- Providing high quality customer service information and assistance to TasEquip clients and prescribers to ensure efficient and effective ordering and return processes, and eligible clients receive appropriate asset and repair services in a timely manner;
- Keeping appropriate records on Finance one, IPM and TasEquip 360 data bases.

Duties:

1. Provide effective and efficient stock management including receipting, unpacking, labelling, storing, picking, returning, delivery, collection, undertaking minor repairs, scrapping and cleaning assets.
2. Provide effective and efficient administrative duties including filing, copying, ordering, tracking assets on TasEquip 360, and accurate data input on Finance one, TasEquip 360, IPM and any other relevant software.
3. Provide accurate information on a wide range of enquiries to the public, clients, clinical staff and suppliers regarding scope, application process, eligibility criteria and functioning of TasEquip with a high standard of customer service.
4. Maintain the warehouse and the vehicle in a tidy and safe manner including ensuring applicable documentation is accurate and up to date.
5. Assist in training and supporting new staff and existing team members.

6. 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.
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 level.

Scope of Work Performed:

- Work is carried out under the direction and supervision of the TasEquip - Coordinator.
- The TasEquip - Customer Service Officer is responsible for a high standard of asset management and data management on TasEquip 360, IPM and Finance one as per Agency guidelines.
- The TasEquip - Customer Service Officer is expected to be effective and efficient in all duties and to exercise initiative, discretion and judgement in the performance of tasks.
- Comply at all times with THS policy and protocol requirements, in particular those relating to mandatory education, training and assessment.

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:

- Current Driver's Licence.

Selection Criteria:

1. Demonstrated knowledge and experience in working in a warehouse facility, including knowledge and understanding of stock management processes and requirements.
2. Demonstrated knowledge and understanding of computerised warehousing systems and contemporary office management software including e-mail, Finance one, TasEquip 360 and IPM databases, or the ability to quickly acquire.
3. Proven communication and interpersonal skills including the ability to readily establish and maintain rapport with clients, professionals, team members and members of the public.
4. Demonstrated ability to work efficiently and efficiently, both independently and as part of a team, together with demonstrated effective time management skills and the ability to meet deadlines.
5. Demonstrated knowledge and understanding of work health and safety principles applying to a warehouse environment providing services across hospital and community settings.

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. The 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.