Monetary Penalties Enforcement Service (MPES)

Client Service Officer – Statement of Duties

# Objective

The position contributes to the effective collection of monetary penalties issued by public sector bodies.

# Duties

* Respond to telephone and other enquiries, including undertaking assessments of the financial circumstances of clients, in order to negotiate appropriate payment arrangements.
* Research the location of clients who are in contravention of their payment obligation and contact those clients who have been located.
* Provide recommendations to Team Leaders on enforcement or other action that may be appropriate.
* Participate in field enforcement operations and undertake other duties under the *Monetary Penalties Enforcement Act 2005*.

# Level of responsibility

* You will be appointed as an Enforcement Officer under the *Monetary Penalties Enforcement Act 2005* to perform duties which enable the Director, Monetary Penalties Enforcement Service to perform their functions. You will exercise initiative and discretion within MPES policies and procedures.
* Conduct your work in a safe manner such that it does not put yourself or others at risk.
* Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to your supervisors.
* You are responsible for upholding the values of Integrity, Respect, Accountability and actively contributing to make our workplaces Inclusive and Collaborative.

# Direction and supervision received

* General direction, support and supervision is provided by your Team Leader.

# Selection criteria

1. Provide excellent customer service skills including demonstrated ability to communicate effectively with a wide range of clients by telephone and face to face.
2. Proven success in negotiating successful outcomes within established policies and procedures in a compliance, debt collection or other relevant environment.
3. Demonstrated ability to apply organisational policy in an empathetic manner to clients from a diverse range of personal and social circumstances.
4. Ability to quickly acquire the necessary knowledge and skills and to apply the provisions of the *Monetary Penalties Enforcement Act 2005* and regulations.
5. Proven ability to quickly learn and use a specialised information management system.

# Essential requirements

* Nil

# Desirable requirements

* Tasmanian Drivers Licence.

# Pre-employment Checks

The Head of State Service has determined that the person nominated for this vacancy is to satisfy a pre-employment check before taking up the appointment, promotion or transfer.

The following checks are to be conducted:

1. Pre-employment checks

* Arson and fire setting
* Violent crimes and crimes against the person
* Sex-related offences
* Drug and alcohol related offences
* Crimes involving dishonesty
* Crimes involving deception
* Making false declarations
* Malicious damage and destruction to property
* Serious traffic offences
* Crimes against public order or relating to the Administration of Law and Justice
* Crimes against Executive or the Legislative Power
* Crimes involving Conspiracy

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

# Position Summary

| Title | Client Service Officer |
| --- | --- |
| Number | Generic |
| Award | Tasmanian State Service Award |
| Classification | General Stream Band 3 |
| Division | Regulation and Service Delivery |
| Full Time Equivalent | 1.0FTE |
| Output Group | Monetary Penalties Enforcement Service |
| Branch | Collection and Enforcement |
| Supervisor | Team Leader |
| Direct Reports | Nil |
| Location | Rosny |
| Position category and funding | AO67 |