

Statement of Duties

Department of Premier and Cabinet

As at 12 April 2024

Position title:	Customer Service Consultant
Position number:	Generic
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream – Band 3
Division/branch/section:	Service Tasmania
Full Time Equivalent (FTE):	Up to 1.0
Location:	South, North, North West
Position status:	Permanent and/or Fixed Term
Ordinary hours per week:	Up to 36.75
Supervisor:	Team Leader

Agency/Department values:

DPAC values underpin our culture and guide our decision making and behaviour. Our values are:

Excellence

We strive for excellence at all times.

Customer-focused

Our customers are at the centre of what we do and how we do it.

Working together

We support and respect one another and work with others to achieve results.

Professional

We act with integrity and are accountable and transparent.

Respect

We treat everyone with respect and kindness.

For more information about DPAC visit www.dpac.tas.gov.au

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Division profile:

Service Tasmania enables Tasmanians to obtain information and complete their business with Government (State, Local or Commonwealth) either in person (through our 27 Service Centres) over the phone (through our Contact Centre) and online (through www.service.tas.gov.au).

To support the delivery of the best possible service to the Tasmanian community, our customers, all Service Tasmania staff are responsible for confidentially accessing and maintaining personal and sensitive customer information. Staff also collect and reconcile Government revenue and manage customer financial data, and as such, are expected to display the highest levels of personal integrity and honesty in order to maintain public confidence in the services we provide.

Position objective:

To provide accurate and efficient delivery of a broad range of Government business transactions and information services, including the collection and receipt of monies and the provision of information.

Responsible for responding to a wide range of customer enquiries and the delivery of excellent customer service. Working both individually and as part of a team, to ensure customer expectations are met or exceeded, on every occasion, by providing professional, efficient and quality service to the Tasmanian Community.

As directed by the Workforce Planning Team, this position is required to be available to work at any of the Service Tasmania Service Centre's or Contact Centre's, located within their region. Service Tasmania will provide a vehicle, however a current license to drive a motor vehicle in Tasmania, is a desirable requirement of this position.

Duties:

1. Provide customer focused service delivery by carrying out any or all of the following duties;
 - As the initial point of contact, either by phone or face to face, assess customer needs and resolve customer inquiries through sound analytical problem solving, decision-making and judgment, using effective communication. This includes interpreting unclear and sometimes vague and varied requests;
 - Access, interpret, apply and then provide customers with accurate information and advice on Service Tasmania products and services.
 - Accurately and timely, process a range of product and service transactions.
 - Ensure the accurate and timely completion of daily tasks in line with specified service and contact centre procedures and processes.
 - Individually responsible for the daily receipt and reconciliation of transactions and money.

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- Organise and arrange referrals where necessary to appropriate Government Agencies.
 - Undertake actions on behalf of Registrations (delegations) and comply with Registration instructions and regulatory frameworks;
 - Ensure office infrastructure is properly maintained; including equipment, office procedures, and security equipment.
 - Operate a range of equipment including PCs, telephones, copiers, fax machines, EFTPOS terminals, and security equipment.
 - Utilise Windows based operating systems, web-based products and a terminal based directory system reference tools, to undertake tasks and to process work associated with the provision of quality services. (Volume and type of processing work will vary according to program, service delivery channel and business requirements).
 - Develop and maintain service centre displays, including stock levels.
2. Champion productive working relationships to ensure customer focused service delivery:
- Contribute to planning and improving team outcomes.
 - Achieve safe, diverse and results focused work environment.
 - Develop and maintain effective relationships with colleagues, Service Tasmania management, client agencies, and business and community representatives.
 - Provide support, advice and assistance, including training, to other staff.
3. Demonstrates personal drive and integrity by;
- Manage own workload, personal development and delivery of efficient and accurate service delivery:
 - Manage own time, efficiency and accuracy of service delivery to effectively meet agreed targets and performance standards.
 - Participate constructively in business improvement initiatives, including adjustment of daily work patterns.
 - Be responsible for own actions and, as a member of a team, ensure that the Tasmanian community receives a high level of service.
 - Provide and receive feedback in a constructive way.
 - Undertake appropriate training and self-development activities as required to ensure appropriate skills and knowledge for all forms of service delivery.
 - Possess and maintain up to date knowledge of Service Tasmania products and services and participate in ongoing training programs.
 - Adhere to rosters (work schedules) assigned in advance to meet business requirements;

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4. 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.
5. Observe, promote and practice the principles of the State Service Code of Conduct and DPAC Values.
 - Maintain confidentiality, particularly when dealing with sensitive customer information or issues; complying with security procedures and protocols;
 - Ensure a safe working environment by complying with relevant Work Health and Safety (WHS) legislation, codes of practice and policies, procedures and guidelines issued under the Department's WHS Management System.

Level of responsibility:

Operate under the general direction and supervision of a Team Leader. Team Leaders maintain contact with staff in person, by telephone and by email.

Guidance and instruction is also received from the Workforce Planning Team, Service Delivery Co-ordinators, Managers and Service Delivery Support team.

Some intrastate overnight travel may be required.

Reporting structure:

Customer Service Consultants work within established guidelines and procedures, including with the use of "online" procedure manuals. Customer Service Consultants are required to work both as an individual and in a team environment and must use initiative to resolve issues and satisfy customer and stakeholder requirements.

Advice and assistance is available when dealing with more complex and unusual requirements, which do not have clear guidelines or precedents. This advice and assistance would be from a variety of sources, including the relevant Team Leader, Co-Ordinator, Manager, Service Delivery Support team or other State Government Agencies. Direction and guidance is provided within the operating framework established by the relevant Manager.

Selection criteria:

1. Demonstrated experience in customer focused service delivery (Customer Focused)
 - Listens, understands and adapts to audience
 - Follows rules and guidelines, and completes work thoroughly and precisely.
 - Thinks clearly and objectively during times of stress or pressure.
 - Follows detailed instructions and select the appropriate course of action.
 - Shows persistent enthusiasm when interacting with customers.

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- Accurately receipts and reconciles daily transactions and money.
- 2. Demonstrates productive working relationships (Working Together)
 - Develops and manages internal and external relationships
 - Listens to, understands, and recognises the needs of others
 - Shares learning and supports others
- 3. Displays personal drive and integrity (Professional)
 - Demonstrates self-awareness and a commitment to personal development
 - Promotes and adopts a positive approach to work
 - Responds positively to change
- 4. Harnesses information and opportunities (Excellence)
 - Thinks innovatively
 - Demonstrates continuous improvement
 - Values shared achievement
- 5. Demonstrates behaviours that are aligned with DPAC's Values – Excellence, Professional, Working Together, Customer Focus

Desirable requirements:

12 months' experience in a customer service, retail or contact centre environment.

A current license to drive a motor vehicle in Tasmania.

Essential requirements:

The Head of the State Service has determined that the person nominated for this position is to satisfy a pre-employment National Criminal History Police Check before taking up the appointment, promotion or transfer. The following check is to be conducted:

Checks for criminal charges, convictions or findings of guilt for:

- crimes involving dishonesty
- crimes of violence
- sex related offences
- serious drug offences
- traffic violations, criminal or traffic charges (but not including parking infringements)

State Service Principles and Code of Conduct

Employees should familiarise themselves with the State Service Principles (view at thelaw.tas.gov.au website) and must work to ensure the Principles are embedded into

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the culture of the Agency and that the Principles are applied to all Agency decision making and activities.

The State Service Code of Conduct (view at thelaw.tas.gov.au website) complements the State Service Principles. It outlines the behaviours and performance expected of State Service employees, including acting appropriately in the course of their duties and maintaining the confidence of the community in the activities of the State Service.

Working Environment

DPAC does not tolerate discrimination, harassment or bullying in the workplace. We have a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

The Department is committed to having a diverse and inclusive workforce where all employees feel welcomed, safe and supported. Our employees are diverse in gender, languages, ethnicity, cultural background, age, sexual orientation, and religious beliefs. They also are diverse in their skills and qualifications, where they live and work, their life and work experiences, personality, abilities, family and caring responsibilities, and their experience of disability. The Department values the unique experiences, knowledge, and skills that our employees bring to their work.

There are a range of flexible work options available to support employees to achieve work/life balance, and workplace adjustments are available to accommodate individuals' needs in the workplace.

Workplace health and safety:

The Department is committed to sustaining an environment and culture that provides for the health, safety and wellbeing of all its workers, by complying with the requirements of the Work Health and Safety Act 2012 and the Work Health and Safety Regulations 2012.

Our goal is to be recognised as an exemplar with regard to work health, safety and wellbeing throughout the State Service.

Every employee at DPAC has an obligation to:

- Comply with safe work practices;
- Take reasonable care of the health and safety of themselves and others;
- Comply with any direction given by management for health and safety;
- Report all accidents and incidents in a timely manner; and
- Report all known or observed hazards.

If this position has supervisory responsibilities, additional responsibilities are to provide and maintain as far as possible:

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- A safe working environment;
- Safe systems of work;
- Information, instruction, training and supervision that is reasonably necessary to ensure employees are safe from injury and risks to health; and
- A commitment to continually improve our performance through effective safety management.

Fraud Management:

The Department of Premier and Cabinet has a zero tolerance to fraud. Employees must be aware of, and comply with, the Agency's fraud prevention policy and procedure including the responsibility to report any suspected fraudulent activity to the Deputy Secretary – Corporate and Governance directly or through their Director or the Manager of Finance or the Manager of HR. DPAC is 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.