

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

2. Disciplinary action in previous employment.
3. 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