Department of Natural Resources and Environment Tasmania

 **Statement of Duties**

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| **Position title** | Senior Client Servies Officer |
| Position number | 702191 |
| Division/Business Unit/Branch  | Environment, Heritage and Land / Heritage and Land Tasmania / Location Services |
| Award/Agreement | Tasmanian State Service Award |
| Classification | General Stream Band 5 |
| Position Status | Permanent |
| Full Time Equivalent (FTE) | 1.0 FTE (minimum 0.80 FTE, by negotiation) |
| Ordinary hours per week | 36.75 hours (minimum 29.40 hours, by negotiation) |
| Location | Hobart |
| Reports to | Manager (Service Delivery) |

**Position Purpose**

The purpose of the role is to provide specialist technical direction and support to all users of Location Services’ products and services, including the Land Information System Tasmania (LIST); and to coordinate and supervise the daily operations of the TASMAP Stock and distribution services.

**Major Duties**

* Provide high level customer service and client management, including administering LIST user accounts, invoices, product access and fulfilment of client requests for documents not available online.
* Coordinate and supervise the daily TASMAP stock management and distribution operations, including stock control, fulfilment of orders, client support and system management, and assist in preparing management reports on the status of TASMAP stock levels, sales profitability and other emerging issues.
* Undertake tasks associated with the supply and/or exchange of Tasmanian geospatial data products and services including sensitive data with clients across all tiers of government and the private sector.
* Contribute to the development of policies, strategies, procedures and user help documentation to enable the successful maintenance and improvement of system operations, delivery of geospatial products and services, and the management of the Crown’s copyright, royalty and intellectual property to ensure correct integration of LIST and TASMAP products into third party applications.
* Assist with the management of the relevant section/unit, including developing and maintaining effective liaison with a range of internal and external stakeholders within Government, industry and the public, and assist in the delivery of face-to-face and online education activities, presentations and training to client groups of varying size and audience.
* Participate in the creation and maintenance of a positive, just and safe working environment that identifies, embraces and delivers change and flexibility in work processes and service delivery.
* Perform any other assigned duties at the classification level that are within the employee’s competence and training.

**Responsibility, Decision Making and Direction**

The occupant of the position is responsible for:

* ensuring expertise is effectively applied to provide program and service delivery outcomes consistent with the operational framework;
* providing leadership, instruction and guidance to less qualified or experienced associates in the specific discipline or area of expertise; and
* 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.

The decision making and direction received in relation to the role are that:

* work is undertaken within established operational guidelines, systems and processes with limited guidance required in applying highly developed expertise; and
* the occupant exercises considerable independence in interpreting and evaluating the requirements and effectiveness of the operational program and service delivery according to the decision-making framework and in providing solutions to meet service delivery requirements.

**Knowledge, Skills and Experience (Selection Criteria)**

1. In depth knowledge and experience in customer-centric service delivery and client management including providing clear, timely and transparent information and advice.
2. Extensive knowledge or the ability to acquire expertise in the use, development, maintenance and enhancement of the LIST or a similar land information infrastructure, client service software, platform or database. Knowledge of GIS Systems and associated Tasmanian geospatial products and services would be considered an advantage.
3. The capacity to provide leadership, instruction and guidance to less qualified or experienced associates and the ability to work as a member of a team.
4. Interpersonal and communication skills demonstrating an ability to provide clear and authoritative oral and written advice, reports and recommendations for complex activities that are understood and accepted by others as resolving program and service delivery challenges. The ability to liaise effectively with specialists, senior staff and stakeholders and negotiate outcomes that meet specified requirements.
5. Proven ability to make informed decisions, recommendations and/or implement alternative methods of approach to provide operational solutions for program and service delivery requirements.
6. Well-developed organisational skills with a proven capacity to work autonomously, determine priorities and deal with competing demands within limited time frames. Proven ability to exercise initiative, flexibility and creativity to meet complex operational challenges.

**Position Requirements**

Desirable Qualifications and Requirements

* A Diploma in Geographic Information Science or equivalent or higher level, relevant to the nature of the work to be undertaken, as provided by either a university, a vocational education organisation or a registered and accredited training provider.
* A current motor vehicle driver’s licence.

**About Us**

**The Department of Natural Resources and Environment Tasmania (NRE Tas)** is responsible for the sustainable management and protection of Tasmania’s natural and cultural assets for the benefit of Tasmanian communities and the economy. The Department’s activities guide and support the use and management of Tasmania’s land and water resources and protect its natural and cultural environment. The Department is also responsible for delivering the services that support primary industry development and the protection of the State’s relative disease and pest-free status.

Under Tasmania’s emergency management arrangements NRE Tas is the management authority (lead agency) for various aspects of the management of biosecurity emergencies (includes exotic animal, plant and marine disease and pest emergencies), fire in national parks and other reserves, and sea inundation from storm surge. In regard to those types of emergency prevention, preparedness and response activities are core business of this agency and potentially may involve all staff in some way.

The Department’s website at [www.nre.tas.gov.au](http://www.nre.tas.gov.au) provides more information.

**Working Environment**

Employees work within an environment that supports safe work practices, diversity and equity with employment opportunities and ongoing learning and development. We are committed to valuing and respecting each other as colleagues and peers. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our customers with respect. We do not tolerate discrimination, harassment or bullying in the workplace.

NRE Tas has 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.

There is a strong emphasis on building leadership capacity throughout NRE Tas.

The expected behaviours and performance of the Department’s employees and managers are enshrined in the *State Service Act 2000* through the State Service Principles and Code of Conduct. These can be located at [www.dpac.tas.gov.au/divisions/ssmo](http://www.dpac.tas.gov.au/divisions/ssmo).