

## Births, Deaths and Marriages

### Client Service Officer – Statement of Duties

#### Objective

The position contributes to the effective and efficient operation of the Division by providing high quality customer service to stakeholders about matters relating to the registration and maintenance of life event records, with a focus on accuracy, confidentiality and timeliness.

#### Duties

- Provide information to customers about matters relating to records of births, deaths, marriages, adoptions, registration of change of name, gender, and relationships.
- Assess applications to register life events and conduct searches of the registers, subject to access policies and privacy constraints.
- Review, verify and accurately transcribe information from historical records into relevant Births, Deaths and Marriages systems and control the timely issue of the certificates and associated documents.
- Provide advice to stakeholders on legislation, policies and procedures relating to registration matters.
- Assist and support staff in all areas of Births, Deaths and Marriages as required and contribute to ongoing improvement initiatives.

#### Level of responsibility

Responsible for:

- The accurate completion of administrative and clerical tasks within an agreed timeframe, in accordance with established practices, methods and standards and with limited supervision.
- Providing accurate information to the public and other stakeholders.
- Maintaining the strictest of confidence on all Departmental and Divisional matters.
- Conduct their work in a safe manner such that it does not put themselves or others at risk.
- Comply with any reasonable instruction contained in WHS policies, procedures and instructions and report hazards, near misses and incidents to their supervisors.

- Uphold the Agency values of Integrity, Respect, Accountability and actively contribute to make the workplace Inclusive and Collaborative.

## **Direction and supervision received**

- Works within established guidelines and practices. General direction and supervision provided by the Manager, Births, Deaths and Marriages but required to work without close supervision.

## **Selection criteria**

1. Experience in the interpretation of legislation in undertaking administrative duties or the ability to quickly acquire such knowledge.
2. High level communication, negotiation and conflict resolution skills, including the ability to maintain relationships with stakeholders to provide quality customer service.
3. High level organisation skills, including the ability to undertake concurrent tasks and prioritise work with limited supervision, with the capacity to ensure that deadlines are met in an environment that is subject to specific timeframes.
4. Demonstrated ability to work effectively either individually or as part of a team in the efficient and timely performance of tasks.
5. A high standard of keyboard skills and attention to detail, together with demonstrated experience in the use of information systems and an ability to adapt to new technology and procedures as required.
6. Proven ability to maintain confidentiality and exercise judgement and discretion when handling sensitive information.

## **Essential requirements**

- Nil

## **Desirable requirements**

- Nil

## **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

<b>Title</b>	Client Service Officer
<b>Number</b>	Generic
<b>Award</b>	Tasmanian State Service Award
<b>Classification</b>	Band 3
<b>Division</b>	Regulation & Service Delivery
<b>Full Time Equivalent</b>	1.0 FTE
<b>Output Group</b>	Births, Deaths and Marriages
<b>Branch</b>	Births, Deaths and Marriages
<b>Supervisor</b>	Manager, Births, Deaths and Marriages
<b>Direct Reports</b>	Nil
<b>Location</b>	Rosny
<b>Position category and funding</b>	A033 or T136