

DEPARTMENT OF HEALTH

Statement of Duties

Position Title:	TasEquip – Customer Service Officer
Position Number:	Generic
Classification:	General Stream Band 2
Award/Agreement:	Health and Human Services (Tasmanian State Service) Award
Group/Section:	Community Mental Health and Wellbeing, Allied Health - TasEquip
Position Type:	Permanent/Fixed-Term, Full Time/Part Time
Location:	South, North, North West
Reports to:	TasEquip – Team Leader
Effective Date:	April 2024
Check Type:	Annulled
Check Frequency:	Pre-employment
Essential Requirements:	Registration to Work with Vulnerable People - NDIS <i>*Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed in this role and the status of these may be checked at any time during employment. It is the employee's responsibility to ensure that registration/licences remain current and to advise the Employer if their circumstances change. This includes notifying the Employer if a registration/licence is revoked, cancelled or has its conditions altered.</i>
Desirable Requirements:	Current Tasmanian Driver's Licence
Position Features:	Shift Work, 7 day rotational Occasional intrastate travel may be required

NB: The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.

Primary Purpose:

In accordance with established policies and guidelines, the TasEquip – Customer Service Officer is responsible for the effective and efficient operation of the TasEquip Warehouse facility by:

- Undertaking daily warehousing activities efficiently and effectively including, but not limited to, the appropriate receipting, labelling, issuing, delivery, collection, cleaning and storage of assets;
- Providing high quality customer service information and assistance to TasEquip clients and prescribers to ensure efficient and effective ordering and return processes, and eligible clients receive appropriate asset and repair services in a timely manner;
- Keeping appropriate records on all relevant databases.

Duties:

1. Provide effective and efficient stock management including receipting, unpacking, labelling, storing, picking, returning, delivery, collection, undertaking minor repairs, appropriately managing larger repairs with other services/suppliers, scrapping and cleaning assets.
2. Provide effective and efficient administrative duties across a range of databases, processes and programs.
3. Provide accurate information on a wide range of enquiries to the public, clients, clinical staff and key stakeholders regarding scope, process, eligibility criteria and operations of TasEquip to a high standard of customer service.
4. Maintain the warehouse and the vehicle in a tidy and safe manner including applicable document use is accurate and up to date.
5. Provide training and ongoing support to new staff and existing team members.
6. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
7. 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.

Key Accountabilities and Responsibilities:

- Work is carried out under the direction and supervision of the TasEquip – Team Leader.
- The TasEquip – Customer Service Officer is responsible for a high standard of asset and data management as per Agency guidelines.
- The TasEquip – Customer Service Officer is expected to be effective and efficient in all duties and the exercise initiative, discretion and judgement in the performance of tasks, including but not limited to the appropriate liaison with key stakeholders and escalation of repairs and complex enquiries.
- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and

expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.

- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

Pre-employment Conditions:

It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
 - a. crimes of violence
 - b. sex related offences
 - c. serious drug offences
 - d. crimes involving dishonesty
 - e. serious traffic offences
2. Identification check
3. Disciplinary action in previous employment check.
4. Current Driver's Licence check.

Selection Criteria:

1. Demonstrated knowledge and experience in working in a warehouse facility, including knowledge and understanding of stock management processes and requirements.
2. Demonstrated effective time management, be able to meet deadlines, have proven communication and interpersonal skills including the ability to readily establish and maintain rapport with clients, professionals, team members and members of the public.
3. Demonstrated knowledge and understanding of computerised warehousing systems and contemporary office management software.
4. Demonstrated ability to work efficiently and effectively both independently and as part of a team.
5. Demonstrated driver delivery experience and a safe driving record.
6. Demonstrated knowledge and understanding of work health and safety principles applying to a warehouse environment providing services to across and hospital and community settings.

Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles](#).