

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



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| Title | Customer Service Officer |
| Position Number | 004245 |
| Business Unit | Community Fire Safety |
| Branch / Section | TasFire Equipment |
| Location | Launceston |
| Immediate Supervisor | Regional Supervisor, TasFire Equipment |
| Award | Tasmanian State Service Award |
| Employment Conditions | Full time/permanent |
| Classification | Band 3 |

Focus:

To provide high level customer service to TasFire Equipment (TFE) clients, administrative support to TFE staff and provide accurate and timely invoicing and management of TFE accounts.

Provide broad administrative functions to the broad Community Fire Safety directorate, including ordering of supplies, preparing meeting agendas and minutes and other administrative matters.

Primary Duties:

- Provide customer service to TFS external and internal clients by:
 - handling face-to-face, email and telephone enquiries, including account inquiries;
 - providing product and service advice in accordance with relevant Australian Standards;
 - undertaking basic maintenance of fire protection equipment at point of sale in accordance with the conditions of an issued permit; and
 - taking payments at the point of sale in accordance with departmental guidelines.
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- Enter accurate information into the TFE's business management system in accordance with established guidelines and procedures, including:
 - setting up and maintaining customer accounts in conjunction with DPFEM processes and Finance staff;
 - reviewing completed jobs and create invoices to ensuring accurate billing to TFE clients;
 - administering TFE's stock system including identifying and rectifying stock discrepancies; and
 - Producing client documentation in accordance with client and Australian Standard requirements.
- Provide contract administration for relevant TFE clients by:
 - maintaining contract information and requirements;
 - reporting and invoicing in accordance with specific client requirements; and
 - reconciling sub contractor's invoices.
- Undertake system administration of TFE's business management system by:
 - maintaining user parameters in relation to access management, inventory, billing and scheduling;
 - exporting, manipulating and importing of data;
 - enabling the production of management reports;
 - liaising with DPFEM BES personnel and software company in relation to system upgrades and issues; and
 - providing ongoing system training and support to TFE and DPFEM staff.
- Contribute to the efficient administration and coordination of TFE and the Community Fire Safety Division (CFSD) by providing high-level administrative support.
- Develop and maintain efficient office procedures and provide training to new and existing clerical staff based on these procedures, including use of the financial system.
- Update and maintain information, products and services provided on TFE's website.
- May provide support within Incident Management Teams which may include resourcing, logistical, clerical and administrative duties in order to ensure that minimum safety and financial protocols are met along with operational objectives.

Scope of Work:

Responsible to the Regional Supervisor and Business Manager for:

- providing consistent, timely and accurate information whilst maintaining the appropriate degree of confidentiality.
- the completion of allocated tasks within agreed timeframes and the achievement of agreed outputs and outcomes; and
- ensuring all work is undertaken according to safe working practices.

Direction and Supervision:

The incumbent receives supervision and direction from the Regional Supervisor, TFE and Business Manager, CFSD to provide guidance and support with the completion of tasks. The incumbent is expected to use their leadership and experience to make judgements based on established office procedures and policies.

Selection Criteria:

1. Demonstrated ability to provide effective administrative and executive support duties with a high degree of accuracy, together with high level knowledge of office management practices and procedures.
2. High level computer literacy skills with a thorough working knowledge of Microsoft Office applications and the capacity to utilise contemporary financial accounting software systems.
3. Well-developed interpersonal, written and verbal communication skills including the ability to provide a high level of customer service to TFS internal and external clients.
4. Demonstrated ability to work in both a team environment and a business environment, exercising initiative, judgement, discretion and sensitivity and provide sound client service.
5. Well-developed organisational and time management skills as well as the ability to work without supervision, to be adaptable and flexible, manage variable workloads and to prioritise work in order to meet deadlines.
6. High standard of ethical behaviour that is consistent with the Tasmania Fire Service values and promotes a positive workplace culture.

Qualifications and Experience:

Desirable:

- Knowledge and experience consistent with qualifications recognised at Certificate III and IV or equivalent level.
- Knowledge of Microsoft Office applications.
- Experience in a competitive business environment.
- A current driver's licence.

Essential Requirements:

Pre-Employment Checks

The Head of the State Service has determined that a person nominated for appointment to this position is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. Any relevant serious criminal offence or repeated serious offences over any period, which are not mitigated by additional information, may provide grounds for declining an application for appointment. Such offences would include, but are not limited to:

- Arson and fire setting;
- Sexual offences;
- Dishonesty (e.g. theft, burglary, breaking and entering, fraud);
- Deception (e.g. obtaining an advantage by deception);
- Making false declarations;
- Violent crimes and crimes against the person;
- Malicious damage and destruction to property
- Trafficking of narcotic substance;
- False alarm raising.

Code of Conduct:

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

Environment and Conditions:

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000*. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and

Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children.

The working environment is largely office based, however intra-state travel may be required. During emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees 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.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

Approved

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MANAGER, PARTNERING AND EMPLOYMENT SERVICES
BUSINESS AND EXECUTIVE SERVICES