

# Service Delivery Officer (ASO3)



Government  
of South Australia

Department for Infrastructure  
and Transport

## Role statement

### Organisational alignment

Division: Transport Policy and Regulation  
Directorate: Service SA  
Section: Service Delivery

### Reporting relationships

Reports to: Customer Service Centre Manager  
Direct reports: Nil

## Role overview

The Service Delivery Officer is accountable to the Customer Service Centre Manager and is required to work as part of a team and to contribute to a positive team culture within Service SA Customer Service Centre and Virtual Contact Centre.

Duties include delivering a comprehensive range of Government services to customers, including receiving, recording and providing information on matters relating to the registration of vehicles, licensing and accreditation of drivers along with the processing and receipting of the associated documents.

The role is also responsible for supporting and processing applications for a range of Government licences, approvals, permits, grants or assistance schemes and the incumbent is required to maintain up-to-date knowledge of policy, procedures and services provided.

The Service Delivery Officer provides and supports a quality customer service experience to customers via face to face, telephone, email, internet and in writing, ensuring that the processing and receipting activities comply with policy, procedure and Government financial and audit guidelines. This will include ensuring customers are aware of their rights and obligations under the legislation administered by Service SA.

Further information about the Department can be found at: <https://www.dit.sa.gov.au/about-us>

### Our values

We pride ourselves on applying these values to our day-to-day interactions and individual performance. They shape our approach to achieving our strategic agenda.



**Collaboration**

We work together as one team to serve our customers.



**Honesty**

We are honest, open and act with integrity.



**Excellence**

We commit to excellence in everything we do.



**Enjoyment**

We enjoy our work and recognise our success.



**Respect**

We respect, understand and value the people we serve.

## Key outcomes required of the role

- Undertake and support a range of functions associated with registration, licensing, accreditation and other Government services by supporting related processes and preparing or providing information.
- Ensure work undertaken complies with regulations, codes, and specifications so that the work meets service delivery standards and maintain integrity of databases by accurately entering information.
- Assist with ad hoc tasks for the day-to-day running of a centre and assist team members with understanding policy, process and procedures.
- Liaise with internal stakeholders to support processes associated with the delivery and administration of programs, projects, systems and services.
- Assist with the implementation of policies, strategies, standards, guidelines and procedures by meeting Section goals and objectives.
- Build positive relationships with customers by demonstrating confidence, empathy and knowledge of Service SA processes.
- Contribute to a high standard of customer service and quality management of risk.
- Contribute to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with our values, legislative requirements, the Code of Ethics for the South Australian Public Sector, equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.

## Special conditions attached to the role

- Must be prepared to be reassigned to different Service SA locations during periods of staff absences and high workloads or as required to meet business needs.
- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- A Working with Children Check (WWCC) is required prior to employment with the Department for Infrastructure and Transport, which must be renewed every five years before expiry.
- Some out of hours and weekend work may be required.
- Some intra / interstate travel may be required.

## Educational qualifications / licenses

- Nil.

## Technical capabilities

- Nil.

## Person capabilities

[Our Capability Framework](#) describes the core capabilities, behaviours and skills required for us to meet our strategic objectives and be a modern public sector, attracting, developing and retaining the best talent. The framework is constructed around five categories of capability; personal attributes; building relationships; achieving results; leadership and growth; and performance enablers.

Refer to our framework for the detailed capabilities required for this stream. This role is classified as:

### Stream 1: Team member

Stream 1 roles would typically consist of individual contributors and team members (indicative classifications include ASO1-3, GSE2, PO1, OPS1-3, TGO0-1, TRA, CMW3-7, M8-11, WBT3-6).

## Key selection criteria

The criteria outlined below are drawn from the most significant requirements of the person capabilities (from Our Capability Framework) and technical capability, professional knowledge and experience to be addressed in your application having consideration of the role overview and key outcomes.

- Listens and responds to customers' needs using clear and concise communication, tact and diplomacy, and maintains a high degree of confidentiality on often difficult and sensitive matters.
- Experience in, or ability to, interpret varying levels of documents and procedures, and follow guidelines in the performance of activities.
- Ability to work collaboratively and contribute to the teams delivery of work priorities and meet service performance objectives.
- Consistently manages high volumes of work, pays close attention to accuracy and detail and meets targets within deadlines. Sound knowledge and relevant skills and an understanding of related government programs, policies, legislation and regulations that impact on the functions of the role.
- Proven ability to work under general direction independently or as part of a team, plan and organise activities, set priorities and use initiative and judgement to achieve objectives within deadlines.
- Shows respect for diverse backgrounds, experiences and perspectives including that of Aboriginal and Torres Strait Islander people. Values diversity of thought.
- Shows genuine care for the safety and wellbeing of self and others.

## Approved

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director, Service SA

<b>People, Culture and Capability Use Only</b>	KNet ID: 20931248	ANZSCO code: 5412	Position number: Multiple Roles
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