

Customer Experience Officer (ASO4)



Government
of South Australia
Department for Infrastructure
and Transport

Role statement

Organisational alignment	Division:	Public Transport South Australia (PTSA)
	Directorate:	Service Planning and Customer Experience
	Section:	Customer Experience and Insights
Reporting relationships	Reports to:	Customer Experience Lead
	Direct reports:	NIL

Role overview

This role works within Public Transport South Australia (PTSA), a Division in the Department for Infrastructure and Transport. PTSA is committed to providing well-connected and customer focused services for mass transit movements that can be delivered safely, efficiently, and sustainably.

The Customer Experience Officer reports to the Customer Experience Lead and provides support in the delivery of PTSA's Customer Experience (CX) Strategy. This role will contribute to improving experiences for different public transport customer segments or cohorts, from single interactions to end-to-end journeys.

The Customer Experience Officer will work collaboratively across Customer Experience and Insights (CX&I) team contributing to the development and implementation of customer-centric strategies, programs and projects to meet PTSA's objectives. This will also involve delivering targeted customer campaigns or communications to promote public transport, create awareness and increase patronage. The role will also work with multiple teams and stakeholders across PTSA, contributing to cross functional programs of work and requirements.

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

- Coordinate and assist with a range of customer experience programs, projects, systems and/or services that are consistent with the CX priorities and PTSA's objectives.
- Use initiative to proactively undertake investigations, prepare reports with recommendations, maintain records and systems and contribute to the development of programs, services and projects to support the CX&I team. Support the CX&I team in preparation and editing of creative content, project briefs and newsletters.
- Provide high level administration support in the delivery of the customer experience governance program by preparing agendas, minutes and briefing documents on a regular basis.
- Work closely with the CX Lead in identifying, scoping and delivery of improvement initiatives aligned to Organisational Excellence from the CX Strategy, to support the transformation journey of PTSA.
- Coordinate with the CX&I and broader DIT teams to support campaign and communication initiatives targeted at specific customer/ audience groups, meeting CX and PTSA's objectives within time and budget constraints. Assist with identifying new opportunities and channels, delivery, data/ results analysis and future recommendations based on performance.
- Build strong working relationships with key internal and external stakeholders to ensure delivery of business and customer focused strategies.
- Assist the CX&I team with managing financial functions such as agreements, invoicing, budget reconciliations etc. as required.
- Contribute to a safe working environment by carrying out their duties in accordance with the Rail Commissioner's Safety Management System.
- 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

- 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 valid Working with Children Check (WWCC) is required prior to employment and is required to be maintained throughout employment.
- Some out of hours and weekend work may be required.
- Some intra / interstate travel may be required.

Educational qualifications / licenses

- NIL

Technical capabilities

- Demonstrated experience with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint).
- Demonstrated experience with visual design and collaboration tools.

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 2: Leader

Stream 2 roles would typically consist of supervisors and senior team members, including those with technical knowledge (indicative classifications include ASO4-6, PO2-3, OPS4-7, TGO2-5, M3-7, WPA2, WBT7-10).

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.

- Demonstrated experience managing customers enquiries by utilising a sound knowledge of related government programs, policies and/or legislation that impact on the functions of the role and the Agency.
- Demonstrated well-developed communication skills, including the ability to liaise effectively at all levels, listen to staff, service providers and customers, resolve conflicts, contribute to successful and positive negotiations, and formulate solutions to problems.
- Proven ability to work under limited direction, with experience in coordinating and/or implementing a broad range of complex functions associated with assigned programs, projects, systems, policies and/or services.
- Demonstrated ability to process high volumes of quality accurate detailed work and synthesise information to provide recommendations in reports and correspondence.
- Demonstrated sound analytical and research skills to evaluate information, provide advice and communications, and develop clear correspondence and reports with recommendations that meet deadlines.
- Demonstrated ability to consistently perform high volumes of work with close attention to accuracy and detail.
- 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: Digital Approval ID 49094 _____ Date: 22/05/2025

Director Service Planning and Customer Experience

People, Culture and Capability Use Only	KNet ID: #22382700	ANZSCO code: 5411	Position number: P38829
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