# Customer Services Officer (ASO2)

## Role statement

Government of South Australia
Department for Infrastructure and Transport

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| **wOrganisational alignment** | Division:<br>Directorate:<br>Section: | Public Transport South Australia (PTSA)<br>Service Planning and Customer Experience<br>Customer Care |
| **Reporting relationships** | Reports to:<br>Direct reports: | Team Leader<br>0 FTE |

## Role overview

The Customer Services Officer role plays a critical part in the provision of friendly, accurate and timely customer services, including taking ownership of customer issues and honoring commitments.

The role also identifies and promotes process improvements and delivery on customer service best practice through positive stakeholder engagement, along with building relationships with our customers.

This role is a public-facing role that involves communicating with customers and clients via telephone, face-to-face, email or other emerging technology regarding a particular service or product.

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 assigned discrete programs, projects, systems and/or services, including supporting related processes and preparing or providing information.
- Ensure work undertaken meets work quality and service delivery standards and/or compliance with regulations, codes, and specifications.
- Assist with investigations, research, and the preparation and presentation of reports and correspondence and undertaking desktop research where required.
- Maintain the integrity and accuracy of databases and records and retrieving and archiving information where required.
- Liaise with internal stakeholders to support processes associated with the delivery and/or administration of assigned programs, projects, systems and/or services.
- Assist with the implementation of policies, strategies, standards, guidelines and procedures to meet program or Section goals and objectives.
- Contribute to a safe working environment by carrying out their duties in accordance with the Rail Commissioner's Safety Management System.
- Contribute to 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 valid Working with Children Check (WWCC) is required prior to employment and is required to be maintained throughout employment.
- A National Police Check (NPC) is required prior to employment in the Department for Infrastructure and Transport which must be renewed every three years.
- Some out of hours and weekend work may be required.
- Some intra / interstate travel may be required.

## Educational qualifications / licenses

- Nil

## Technical capabilities

- High level communication skills and experience in providing responsive customer service.
- Sound knowledge of work processes and multiple PC applications.
- Experience with multi-tasking when servicing customers.

# 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.

- Demonstrate knowledge of the department's Customer Service Charter and takes responsibility for meeting the service-excellence principles.
- Ability to provide a responsive and helpful service to internal and external customers and the communities we serve.
- Proven effective problem solver. Ability to provide evidence to support decisions within their delegation.
- Ability to work collaboratively as part of one team, sharing information and ideas.
- Demonstrated awareness of and complies with the policies and procedures required in the role.
- Know when to ask for help or escalate issues. Seek out specialist advice and support and works within delegation for their role.
- Proven ability to take accountability, ownership and pride in their work. Is able to plan and meet deadlines, persists through difficulties and aims to achieve high-quality results. Show resilience and courage.
- 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 49539 _____ Date: 5/06/2025

Director Service Planning and Customer Experience

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| **People, Culture and Capability Use Only** | KNet ID: 22385064 | ANZSCO code: 5412 | Position number: Multiple |