

Role Description

Customer Service Representative



Cluster	Department of Planning and Environment
Agency	Office of Environment and Heritage
Division/Branch/Unit	National Parks and Wildlife Service / Park Programs Division / Visitor Experience Branch
Location	Various
Classification/Grade/Band	Clerk Grade 1-2
Role Number	Generic
ANZSCO Code	TBC
PCAT Code	TBC
Date of Approval	March 2018
Agency Website	www.environment.nsw.gov.au

Agency overview

The NSW Office of Environment and Heritage (OEH) aims to enrich life in NSW by helping the community to conserve and enjoy our environment and heritage. For more information go to www.environment.nsw.gov.au

Primary purpose of the role

Provide front line assistance on behalf of the National Parks Contact Centre by providing information, sales, marketing and distribution services via telephone, e-mail and other communication channels for national park visitors and other customers.

Key accountabilities

- Provide timely, accurate and high quality customer services to key stakeholders which are consistent with NPWS service standards and business requirements as assessed by internal reviews and customer feedback.
- Deliver administrative and customer services via telephone, e-mail and other communication channels to assist customers and provide an integrated customer experience across a range of areas including, Accommodation reservations, Annual Passes/Exemption Passes, Events/Tours, Park Issues/Queries and Customer Issues/Queries.
- Provide information and assistance to internal and external customers to complete the required transactions, whenever possible without the customer having to be transferred to another customer service representative or re-contact Service NSW or other areas.
- Create a positive relationship in all customer interactions, maintaining a professional and friendly manner and ensuring customer satisfaction is a priority.
- Develop and maintain a sound knowledge of information resources and Service NSW operating practices and procedures.
- Record and maintain accurate information about customer enquiries, sources of information and levels of assistance provided.
- Make a positive contribution to the team environment in line with NPWS vision and values and contribute to improve the efficiency of work processes.

- Comply with privacy requirements ensuring confidentiality, privacy and integrity of information is not compromised in accordance with relevant legislation.

Key challenges

- Exercising excellent customer service and negotiation skills as well as sound people and diplomatic skills to deal effectively with difficult and challenging customers.
- Acting independently and taking responsibility for customer issues on urgent/sensitive matters with a positive and proactive approach.
- Exercising sound time management and flexibility, given that the work environment requires fast and efficient service.

Key relationships

Who	Why
Internal	
Manager, Distribution Unit	<ul style="list-style-type: none"> • Receive guidance and exchange information. • Escalate issues, keep informed, advise and receive direction, coaching and mentoring where and when appropriate.
Supervisor	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive direction, coaching and mentoring where and when appropriate.
Work team / other internal staff	<ul style="list-style-type: none"> • Develop and maintain cooperative and productive working relationships; collaborate. • Ensure that communication channels are appropriate, efficient and effective.
External	
Park visitors, members of the public, regional tourism operators	<ul style="list-style-type: none"> • Advise on a wide variety of aspects of the local region and national park in accordance with established procedures.
Service NSW Operators	<ul style="list-style-type: none"> • Provide guidance and exchange information and deal with escalated issues. • Ensure that communication channels are appropriate, efficient and effective.

Role dimensions

Decision making

The role works under supervision on allocated tasks and has some capacity to negotiate work flow, assists supervisor/manager with routine tasks and procedures.

Reporting line

Role reports to the Supervisor, NPWS Contact Centre.

Direct reports

Nil.

Budget/Expenditure

Nil.

Essential Requirements

- A minimum of 2-3 years customer service/administrative experience in a corporate/commercial environment.
- Excellent written and oral communication, negotiation and customer service skills and high attention to detail and data quality.
- Demonstrated experience in dealing with difficult customer service situations including complaints.





Note: This role is required to work a standard 5 days week, on a 7 day rotating roster (Monday to Sunday). General working hours are between 8.45am – 5.00pm.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth and develop and apply new skills • Seek feedback from colleagues and stakeholders • Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> • Find and check information needed to complete own work tasks • Identify and inform supervisor of issues that may impact on completion of tasks • Escalate more complex issues and problems when these are identified • Share ideas about ways to improve work tasks and solve problems • Suggest improvements to work tasks for the team
Business Enablers Technology	Foundational	<ul style="list-style-type: none"> • Display familiarity and confidence in the use of core office software applications or other technology used in role • Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation • Understand information, communication and document control policies and systems, and security protocols • Comply with policies on acceptable use of technology