



Job Pack

Job Number: TER-M-2019-002

Job Title: Temporary Service Officer register – APS3 and APS4

Classification: Multiple levels

Salary Range: \$59,498 – \$73,472

Employment Type: Full-time, Part-time, Casual

Job Type: Non-ongoing, Casual

Location/s: National (choose your preferred location in your application)

Overview of position

Job description:

We use this register to fill customer service delivery APS3 and APS4 positions.

We may fill positions on a non-ongoing or irregular and intermittent (casual) basis either for:

- a specified term
- the duration of a specified task.

We may offer casual shifts for a few hours or a full day. There's no set roster or guarantee of hours. As a casual employee we'll pay you a loading on top of the base hourly rate. This is because as a casual:

- you don't get payment for public holidays
- your time doesn't count towards personal and annual leave.

APS3 Service Officer: An APS3 Service Officer helps customers across a range of payments, programs and services. They:

- assess customer and stakeholder needs, entitlements and obligations
- encourage the use of self-managed services
- support operations where applicable
- collaborate with others when providing services.

APS4 Service Officer: An APS4 Service Officer works with more complex issues. These are customers who either:

- face a significant disadvantage
- have complex challenges.

They provide a tailored service to the customer by:

- assessing their needs
- determining their entitlements and obligations.

If a position becomes available in your preferred location, we may contact you. Please keep in mind, being on the register doesn't guarantee that we'll contact you.

Key duties:

- Roles will vary depending on business requirements. They may involve contact with:- customers- health professionals- third parties.
- You may handle a variety of matters about:- eligibility- participation- access to payments

and services.

- As a Service Officer you may need to:- work collaboratively to manage customer claims- respond to customer enquiries and ask for help when required- work within defined policy, legislation and guidelines- undertake computer based tasks with a high level of accuracy and work output- work within an environment that rosters your start and finish times.

Key skills/knowledge to undertake the role:

- have strong verbal and written communication skills
- have well developed customer service skills in either a face to face or telephony environment
- be able to research and make sound decisions using appropriate judgement
- be able to analyse and check customer needs
- have experience using Microsoft products and other IT systems.

Work environment:

Most of the roles are in customer service delivery. They're in teams responsible for delivering a range of health, social and welfare payments and services.

Positions may be available in face to face, telephony or processing teams.

Application questions:

300 word limit per question

1. Outline why you'd like to work with us and tell us the skills you'd bring. Including your experience with Microsoft products and other IT systems. (300 word limit)
2. Outline your experience in customer service.
3. Describe a situation where you went above and beyond to achieve a result.

Note when applying you will not be required to upload a resume, you will be required to input your employment summary details directly into the system as part of the online application form.

Eligibility:

Services Australia is responsible for the delivery of advice and high-quality, accessible social, health and child support services and payments. We deliver a range of health, social and welfare payments and services through Medicare, Centrelink, and Child Support.

To be eligible for employment with Services Australia, applicants must be an Australian citizen. An applicant's suitability for employment with the agency will be assessed through an eligibility and suitability screening process. This process includes a requirement for the applicant to undergo and satisfy a national police history check, referee checks and an employment history integrity check and where relevant, a Working with Children and Vulnerable People Check. A health clearance may also need to be completed. Any concerns raised in these checks will be further investigated. If you are currently, or have been, the subject of any disciplinary or Code of Conduct investigation(s) by an employer, you will be required to declare this in your

application.

Applicants must be willing and eligible to undergo and maintain an Australian Government security clearance to the appropriate level, if applicable to the position.

You should be aware that the Services Australia employees may be required to undergo ongoing suitability assessments as part of their employment with the agency.

Should an applicant be found suitable for a role they will be required to provide proof of citizenship and if they have recently received a redundancy benefit, evidence that they have served their exclusion period.