

# Role Description

## Customer Service Representative



Cluster	Justice
Agency	NSW Police Force
Command/Business Unit	Operational Communications & Information Command (OCIC) Various
Classification/Grade/Band	Clerk 1-2
ANZSCO Code	541112
PCAT Code	1117292
NSWPF Role Number	
Date of Approval	17/08/2016
Agency Website	<a href="http://www.police.nsw.gov.au">www.police.nsw.gov.au</a>

### Agency overview

The NSW Police Force (NSWPF) vision is for a ‘Safe and Secure New South Wales’, which is achieved by police working with the community to reduce violence, crime and fear.

It is one of the largest police forces in the western world, with more than 20,000 NSW Police Force employees, including more than 16,000 sworn officers providing a range of law and order services 24 hours a day, seven days a week to the socially, geographically and culturally diverse community of NSW.

The organisation has three function lines, based across a number of locations. Field Operations provide frontline services directly to the community. Specialist Operations provides specialist and technical services, forensic services and counter-terrorism. The third function line, Corporate Services, provides business support services such as technology and communication, education and training and corporate human resources functions.

The NSWPF *Statement of Values* and *Code of Conduct & Ethics* outlines appropriate behaviour for all NSW Police Force staff. All employees of NSWPF are expected to ensure ethics are incorporated into all aspects of their work making ethical behaviour, practices and decision making a part of daily routine. This further extends to ensuring confidentiality and information security is maintained at all times.

Work, Health and Safety legislation requires all employees to have specific responsibilities. This role is responsible for following all NSWPF health and safety policies, and taking all reasonable care that their actions or omissions do not impact on the health and safety of others.

### Primary purpose of the role

The Customer Service Representative supports customer service delivery by responding to and processing urgent and non-urgent enquiries contacts for customers, providing information and advice and escalating issues as applicable.

## Key accountabilities

- Receive, assess and process information and enquiries from various sources. Including but not limited to urgent and non urgent telephone calls, mail, and electronic requests to determine and complete appropriate action.
- Provide clear, accurate, and concise information and advice to ensure ongoing delivery of quality customer service.
- Generate, collate and update accurate records of enquiries, incidents and actions, using organisational electronic records management systems.
- Assist in providing general administrative services to support the operational functioning of the command/business unit.
- Participate in the identification of customer service delivery improvements.
- Deliver customer service by providing appropriate and accurate information to police and customers.

## Key challenges

- Identifying and interpreting appropriate sources of information, to provide the appropriate outcome for customers.
- Exercising sound judgment to identify when to notify superiors of events that are serious, unusual or newsworthy.
- Undertaking activities in accordance with command/business unit and organisational policies and guidelines

## Key relationships

Who	Why
<b>Internal</b>	
Supervisor / Team Leader	<ul style="list-style-type: none"> <li>• Escalate issues, keep informed, advise and receive instructions.</li> <li>• Provide and receive continuous feedback</li> <li>• Ongoing communication</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>• Participate in meetings, share information and provide input on issues</li> </ul>
Clients/Customers/ Police	<ul style="list-style-type: none"> <li>• Information and advice exchange</li> <li>• Resolve issues where possible and escalate issue where necessary</li> </ul>
<b>External</b>	
Clients/Customers	<ul style="list-style-type: none"> <li>• Information exchange, provide support</li> <li>• Resolve issues where possible and escalate issue where necessary</li> </ul>
Government Agencies	<ul style="list-style-type: none"> <li>• Information exchange</li> </ul>

## Role dimensions

### Decision making

This role has autonomy to make decisions regarding time management and prioritisation of tasks within required timeframes. The role can also exercise discretion in regards to some tasks to be performed in line with established work practices, procedures and protocols.

## Reporting line

This role may report to:

- Team Leader – Clerk 7/8
- Team Leader – Clerk 5/6
- Supervisor – Clerk 3/4

## Direct reports

Nil

## Budget/Expenditure





Nil

## 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](http://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
	<b>Manage Self</b>	<b>Foundational</b>
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	<b>Plan and Prioritise</b>	<b>Foundational</b>
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	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 behavioral indicators provide examples of the types of behaviors 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
<b>Personal Attributes</b> Manage Self	Foundational	<ul style="list-style-type: none"> <li>Be willing to develop and apply new skills.</li> <li>Show commitment to completing work activities effectively.</li> <li>Look for opportunities to learn from the feedback of others.</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation.</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers.</li> <li>Identify and respond quickly to customer needs.</li> <li>Consider customer service requirements and develop solutions to meet needs.</li> <li>Resolve complex customer issues and needs.</li> <li>Co-operate across work areas to improve outcomes for customers.</li> </ul>
<b>Results</b> Plan and Prioritise	Foundational	<ul style="list-style-type: none"> <li>Plan and coordinate allocated activities</li> <li>Re-prioritise own work activities on a regular basis to achieve set goals.</li> <li>Contribute to the development of team work plans and goal setting.</li> <li>Understand team objectives and how own work relates to achieving these.</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>Apply computer applications that enable performance of more complex tasks.</li> <li>Apply practical skills in the use of relevant technology.</li> <li>Make effective use of records, information and knowledge management functions and systems.</li> <li>Understand and comply with information and communication security and acceptable use policies.</li> <li>Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies.</li> </ul>

### Version Control

Version	Summary of Changes	Date
v1.0	Position Description translated into Role Description template	17.08.2016

Roles attached

Position Number	Region	Position Number	Region	Position Number	Region	Position Number	Region