|  |  |
| --- | --- |
| **Location** | Various |
| **Classification/Grade/Band** | Clerk Grade 3/4 |
| **ANZSCO Code** | 0 |
| **PCAT Code** | 0 |
| **Date of Approval** | 25 March 2019 |

Primary purpose of the role

The Client Support Officer provides service, information and assistance to clients/customers on a wide range of matters and contributes to the operations of the Business Unit in line with legislative requirements.

# Key accountabilities

* Respond to enquiries from external and internal customers according to service standards
* Facilitate appropriate client/customer outcomes by applying relevant knowledge, legislation, regulations and procedures.
* Provide administrative services, respond to enquiries and complete range of processing activities with accuracy and efficiency.
* Develop and maintain knowledge, techniques and skills to deliver a high-quality service.
* Ensure all enquiries, complains and issues are accurately captured

Key challenges

* Dealing with a wide range of matters in a high volume and/or sensitive environment.
* Responding to enquiries and competing administrative and processing tasks within defined service standards

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Escalate issues and provide updates. * Receive guidance and feedback |
| Work Team | * Work collaboratively to contribute to achieving business outcomes. * Participate in meetings, share information and provide input on issues |
| Clients/Customers | * Provide information and services. |
| **External** |  |
| Customers | * Respond, resolve and provide solutions. * Provide information. |

# 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** |
|  | **Display Resilience and Courage** | **Intermediate** |
| Act with Integrity | Intermediate |
| **Manage Self** | **Intermediate** |
| Value Diversity | Foundational |
|  | **Communicate Effectively** | **Foundational** |
| **Commit to Customer Service** | **Intermediate** |
| **Work Collaboratively** | **Foundational** |
| Influence and Negotiate | Foundational |
|  | Deliver Results | Intermediate |
| Plan and Prioritise | Foundational |
| **Think and Solve Problems** | **Foundational** |
| Demonstrate Accountability | Foundational |
|  | Finance | Foundational |
| **Technology** | **Intermediate** |
| 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**  Display Resilience and Courage | Intermediate | Be flexible and adaptable and respond quickly when situations change  Offer own opinion and raise challenging issues  Listen when ideas are challenged and respond in a reasonable way  Work through challenges  Stay calm and focused in the face of challenging situations |
| **Personal Attributes**  Manage Self | Intermediate | 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**  Communicate Effectively | Foundational | Speak at the right pace and volume for varied audiences  Allow others time to speak  Display active listening  Explain things clearly  Be aware of own body language and facial expressions  Write in a way that is logical and easy to follow |
| **Relationships**  Commit to Customer Service | Intermediate | 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 |
| **Relationships**  Work Collaboratively | Foundational | Work as a supportive and co-operative team member, share information and acknowledge others’ efforts  Respond to others who need clarification or guidance on the job  Step in to help others when workloads are high  Keep team and supervisor informed of work tasks |
| **Results**  Think and Solve Problems | Foundational | 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 | Intermediate | Apply computer applications that enable performance of more complex tasks  Apply practical skills in the use of relevant technology  Make effective use of records, information and knowledge management functions and systems  Understand and comply with information and communications security and acceptable use policies  Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies |