



Customer Service and Special Project Data Centre Officer

Education Business Services

Position number	Generic
Agreement	Public Sector CSA General Agreement 2022 or as replaced
Classification	Level 3
Reports to	Customer Service and Special Project Data Centre Team Leader (Level 5)
Direct reports	Nil

Context

The Customer Service and Special Project Data Centre coordinates, implements and supports programs, initiatives, and special projects and aims to deliver services within an environment of standardised systems and processes relevant to particular programs, initiatives, and special projects.

This includes:

- customer support that includes screening, providing advice and resolving customer interactions
- complex processing
- quality assurance and exception reporting and processing
- customer service to employees, Principals, parents and carers of enrolled students, Manager Corporate Services, central office staff and Managers
- debt recovery
- development and delivery of operational data and service improvement opportunities.

The position of Customer Service and Special Project Data Centre Officer is responsible for the delivery of efficient and effective customer service and data entry services.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

Specialist Services

- Generate and maintain personal information and process payments in a timely and accurate manner.
- Review, assess and validate applicant information.

- Administer transfer of eligible portable leave types in and out of State and Commonwealth government agencies in accordance with the relevant industrial instruments.
- Perform Data Integrity and Quality Assurance activities.
- Maintain a current knowledge of relevant industrial instruments, legislation, policy and procedures to payroll processing activities.
- Identify, calculate and negotiate recovery of confirmed overpayments in accordance with relevant industrial instruments, legislation and Departmental procedures.
- Quality assure payroll system data and processes.
- Administer the Department's salary packaging scheme and superannuation funds to GESB and other third party providers.
- Undertake payment processing in accordance with relevant policies and ensure compliance with legal requirements.
- Administer Commonwealth paid parental leave and Child Support Agency payment processes.
- Respond to and assist with customer enquiries through a call centre.

Branch Support

- Contribute to a work environment that is safe, fosters equity and diversity and enables the achievement of personal and goals.
- Identify and priorities work to respond to changing demands.
- Contribute to service improvement and change management projects relevant to the branch.
- Obtain information and use available resources and technologies to complete allocated tasks.
- Contribute to the development of team work plans and goal setting.
- Work towards positive and mutually agreed outcomes.

Customer and Stakeholder Support and Liaison

- Liaise with stakeholders to provide quality information to customers.
- Develop and maintain good working relationships with internal and external stakeholders.
- Collaborate with team members to develop, implement and improve processes and procedures.
- Maintain a focus on customer service delivery and continuous improvement of services.
- Develop and maintain effective communication links and working relationships to ensure access to specialist knowledge.
- Investigate and resolve issues raised by customers in a timely manner.

Selection criteria

1. Demonstrated ability to understand and apply policies, procedures, industrial instruments and legislation.
2. Demonstrated experience with data management information systems and the ability to accurately process payments.
3. Demonstrated sound verbal and written communication skills, including the ability to deal with customers at all levels, to achieve positive outcomes.
4. Demonstrated good interpersonal skills with the ability to work effectively as part of a team and contribute to continuous improvement initiatives.
5. Demonstrated good organisational skills to meet deadlines with a proven ability to plan and prioritise tasks whilst maintaining attention to detail.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 22 March 2024
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