



Customer Service Officer

Workforce Supply, Mobility and Reform

Position number	00037708
Agreement	Public Sector CSA Agreement 2019 (or as replaced)
Classification	Level 4
Reports to	Principal Consultant, Workforce Supply, Mobility and Reform (Level 7)
Direct reports	Nil

Context

The Staff Recruitment and Employment Services Directorate provides a human resource consultancy service to principals, line managers and staff in schools, central and regional offices.

Our team offer support with:

- the attraction, recruitment and appointment of quality staff
- position and salaries budget management
- case management of employees requiring placement
- the housing and transport of rural and remote staff.

For further information, please visit the [Department's website](#).

Key responsibilities

- Provide administrative support for staff attraction and retention programs, including maintaining records and databases, correspondence management and the preparation of resources.
- Manage customer enquiries from applicants, employees, principals/line managers and other stakeholders by providing advice and information on staff recruitment and employment matters, including eligibility, assessment of qualifications, salaries and benefits.
- Develop and maintain positive working relationships with internal and external stakeholders that promote staff attraction and retention programs and the directorate's recruitment and employment services.
- Assess teacher eligibility, qualifications and requests for recognition of prior service to determine commencement salary.

- Coordinate, implement and monitor administrative systems and undertake processes for the delivery of timely and customer-focused recruitment and employment services.
- Gather, record and analyse customer enquiry data to inform future service planning and reporting.
- Assist in the preparation of Ministerials, briefing notes, reports, submissions and correspondence.

Selection criteria

1. Demonstrated well developed written, verbal and interpersonal communications skills, including the ability to liaise effectively with a wide range of individuals at all levels.
2. Demonstrated well developed research, conceptual, analytical and problem solving skills, including the ability to provide innovative thinking and present strategies to solve problems.
3. Demonstrated well developed skills in data management, statistical analysis and in presenting and reporting of data and other information.
4. Demonstrated well developed organisational skills with the ability to coordinate human resources projects or strategies.

Eligibility and training requirements

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three 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 six months of appointment.

Certification

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

ENDORSED

Date 21 May 2020
Reference D20/0235636