



A Day in the Life of a Services Officer

Why do we have Services Officers?

Services Officers are the backbone of the Department, and are primarily a customer facing role in one of the following areas:

- **Accounts Payable & Receivable**
- **Records Management**
- **Recruitment & Payroll**
- **Compliance**
- **Procurement Administration**
- **Land Tax & Duties**
- **Grants & Subsidies**
- **Customer Service**

It doesn't matter which team you work with; you will find yourself in a diverse, collaborative, and supportive team that will enable you to be your best self.

What does a Services Officer do?

Two days are never alike as a Services Officer at the Department, each day is dynamic and busy, focusing on providing exceptional customer service, fostering strong relationships, and continuously striving to deliver the best outcomes for our customers.

Responding to queries on various platforms, maintaining records, processing transactions is only scratching the surface of what a Services Officer does.

Depending on the team that you are working with, you may learn and develop additional skills, such as:

- **Performing computer system testing**
- **Applying Legislation**
- **Preparing adverts for recruitment processes**
- **Preparing procurement documents**
- **Preparing project management documents**
- **Performing Payroll transactions**

What's in it for me?

Variety & Flexibility

Opportunity to work in different areas

Possibility of flexible start and finish times

Potential of working from home

Career Path

Opportunities to grow & develop

Learn government legislation, systems & processes

Project work & vast range of training courses

