

Role Description



Role title:	Classification:
Senior Customer Services Support Officer	AS03
Division/Business unit:	Reports to:
Workforce, Development & Integrity / Screening Unit	Team Supervisor – Customer Service

Role purpose:
<p>The Senior Customer Services Support Officer is a role within Workforce Development and Integrity and is accountable to the Screening Unit, Team Supervisor - Customer Service for:</p> <ul style="list-style-type: none"> Assisting in leading, training and mentoring the customer service team to strengthen capability and support high performance outcomes. Managing complex enquiries and sensitive correspondence, providing accurate, timely, and customer focused advice. Reviewing, and implementing work practices to improve service delivery, while processing and assessing complex applications with a strong focus on accuracy and compliance.

Key outcomes and accountabilities:
<ol style="list-style-type: none"> Provide support and guidance to the Team Supervisor - Customer Service in overseeing the customer contact centre. Oversee daily email correspondence, ensuring timely and accurate, responses to complex enquiries from clients and external organisations. Provide support to the customer service team by ensuring the consistent delivery of high quality service and offering backup assistance during peak call periods. Provide insight into daily workflow allocations and roster creation/management. Work collaboratively to develop effective relationships with peers, staff and stakeholders to deliver high quality customer service. Contribute to the development of relevant continuous improvement activities by monitoring and reviewing systems and procedures. <p><i>Note:</i> Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.</p>

Special conditions:
<ul style="list-style-type: none"> Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.

Key Relationships/Interactions:
<ul style="list-style-type: none"> General Manager, Screening Unit

- Team Supervisor
- Other Screening Unit Staff
- Internal and External Organisations
- Screening Unit Customers

Budget/Delegations:

No budget or delegation accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by Clients, colleagues, contractors, or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Customer Service Experience** - Utilise experience in working with customers and responding appropriately to difficult and complex situations.
2. **Communication** - Demonstrated ability to adapt communication styles and formats to suit different audiences, using contemporary communication channels to share information effectively and engage with customers, clients and stakeholders.
3. **Time Management** - Demonstrated ability to manage a high and varied workload, organise priorities, meet deadlines and exercise judgement and initiative.
4. **Attention to Detail** - Check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
5. **Continuous Improvement** - Monitor and review systems, procedures and practices to ensure they are at an optimum level and initiate relevant changes or improvements when required and contribute to the development of relevant activities.

Qualifications:

Essential: Not applicable

Desirable: Not applicable

Key leadership competencies and expected behaviours at this classification:**Understands strategic direction**

- Understands the shared vision for the business unit (BU).
- Understands purpose and expectations, and strives to reach collective goals.
- Considers multiple perspectives and organisational context of their role.
- Maintains a continuous learning approach and adapts to changes.
- Solves ad hoc problems; evaluates alternative solutions and makes recommendations.

Addresses clients' needs

- Delivers results and improvements to meet agreed outcomes of their role.
- Positions own role and skill development to meet the needs of the team.
- Makes effective and well-informed decisions about routine issues affecting the team and individual role.
- Abides by the laws, regulations and policies that apply to their role.
- Holds self-accountable for achieving outcomes and communicates progress with manager.
- Monitors and acts on feedback to improve own performance.
- Builds technical knowledge in own role to support organisational objectives.

Contributes to service delivery excellence

- Takes accountability for delivering assigned objectives.
- Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment.
- Provides ongoing feedback to others.
- Seeks out and participates in learning opportunities that will help meet agreed performance standards.
- Strives to deliver excellent customer service by understanding needs.
- Manages time and other resources effectively.

Engages in positive working relationships

- Acts professionally within the boundaries of the organisation.
- Conveys facts, concepts and technical information adapting communication style to meet the audience.
- Listens to different ideas and discusses issues with consideration and care.
- Readily shares information and promotes a friendly, inclusive environment.
- Participates in professional networks and forums with team members, stakeholders and clients.
- Responds appropriately to others in an open and honest manner.

Demonstrates personal drive and professionalism

- Behaves consistently with the principles, values and ethics of the organisation.
- Acts confidently when providing advice and information; acknowledges mistakes and learns from them.
- Remains positive and focused on achieving objectives in difficult circumstances.
- Seeks opportunities to build knowledge, skills and self-awareness.
- Understands, values and responds to diversity, and treats people with respect.
- Looks after own health, safety and wellbeing, and raises concerns where necessary.

Approval:

Assessed by: Anthony Halkias, HR Business Partner	<i>A. Halkias</i>	Date: 29/05/2026
Approved by: Martha Savva, Director, Screening Unit	<i>M Savva</i>	Date: 29/05/2026