Role Description
Customer Service Representative - Generic

Role Description Fields	Details
Department/Agency	Service NSW
Division/Branch/Unit	Various
Classification/Grade/Band	SNSW Grade 3/4
ANZSCO Code	541211
OSCA Code	551231
PCAT Code	1119192
Role Family/Function/Type	Customer Service & Experience (CX) / Customer Service
Date of Approval	November 2022 (updated May 2026)
Agency Website	www.service.nsw.gov.au

Agency overview

Service NSW makes it easier for people and businesses across NSW to access government services. Since launching in July 2013, we have transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.

Our one-stop shop solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres. We currently partner with over 70 agencies to offer over 1,300 NSW Government transactions including driver licences, vehicle registration renewals, applications for birth certificates, Seniors Cards, Housing NSW payments, fines, contractor licences and many more.

Primary purpose of the role

Provide assistance, advice, source information and deliver customer support services, for multifaceted enquiries and complaints to facilitate the effective operation of the business in order to ensure outstanding customer service.

Key accountabilities

- Respond to multifaceted enquiries from customers on a wide range of matters and provide timely, accurate, and consistent advice and information on services via a range of interaction channels, as per organisational processes and standards to ensure optimal service delivery and put the customer at the centre
- Update and maintain records and databases, complying with service delivery systems and processes, to ensure that all information is accurate, stored correctly and accessible
- Provide accurate, effective and high-quality customer service consistent with the Service NSW vision, mission, values, practices and procedures to ensure optimal service delivery and a positive customer experience
- Provide high level advice and assistance to build customer capability regarding products and services
- Accurately receipt, record and resolve customer complaints and escalated enquiries to ensure timely and effective outcomes for customers

- Perform administrative activities, including the creation and updating of records, in line with privacy requirements and legislative obligations to ensure the integrity of information and to support effective service delivery
- Contribute to continuous improvement initiatives through new ideas and identification of opportunities to improve the efficiency of work processes and the implementation of changes in the workplace

Key challenges

- Seamlessly delivering multiple customer service activities and services in line with agreed standards, timeframes and milestones, given tight timeframes and the need to maintain accuracy and attention to detail to meet individual and team Key Performance Indicators (KPI)
- Maintaining resilience and professionalism when resolving complex enquiries and complaints from customers who present with challenging behaviours while adhering to business compliance requirements and ensuring consistent application of policies, guidelines, procedures and legislation
- Providing a range of administrative and processing tasks in a high-volume environment with accuracy and efficiency

Key relationships

Internal

Who	Why
Manager / Supervisor	• Escalate issues, keep informed, advise, receive guidance and instructions and ensure that targets are met • Provide recommendations and inform through reporting any sensitive and emerging issues • Participate in meetings and discussions to share information and provide input and feedback
Work Team	• Support team members and work collaboratively to contribute to achieving the team's business outcomes • Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice
Stakeholder / Colleagues	• Provide a customer-focused approach to service delivery • Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues • Address/respond to queries to provide advice where possible or redirect to relevant party for review and resolution • Share information and collaborate on key initiatives to develop knowledge and enable sound decision making

External

Who	Why
Customers	• Provide a customer-focused approach to service delivery • Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution • Manage the flow of information, seek clarification and provide advice and responses to ensure prompt resolution of issues
Other government agencies	• Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or business unit if required

	• Develop and maintain effective working relationships and open channels of communication to provide and obtain information and ensure effective management and implementation of expectations and standards

Role dimensions

Decision making

This role has autonomy and makes decisions under their direct control as directed by their Team Leader/Manager and refers to the team Leader/Manager decisions that require significant change to outcomes or timeframes; are likely to escalate or require submission to a higher level of management. This role is accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes.

Reporting line

Team Leader

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Essential Requirements

- Ability to travel across NSW, including metro, remote and regional locations to respond to disaster relief operations for up to 5 days at a time, during an emergency response event (applicable to disaster recovery only)
- Ability to be on call (stand-by) during a deemed emergency response event for a specified period as advised (applicable to disaster recovery only)

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal attributes	**Display Resilience and Courage** Be open and honest, prepared to express your views, and willing to accept and commit to change	• Be flexible and adaptable and respond quickly when situations change • Offer your opinion and raise challenging issues • Acknowledge when someone challenges your ideas and respond respectfully • Work through challenges • Remain calm and focused in challenging situations	Intermediate
 Personal attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent your organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Report misconduct and inappropriate behaviour • Report and manage conflicts of interest and encourage others to do so	Intermediate
 Relationships	**Communicate Effectively** Communicate clearly, pay attention to others and respond with understanding and respect	• Focus on key points and use clear, concise and inclusive language • Clearly explain and present ideas and arguments • Pay attention and ask appropriate and respectful questions to understand others' point of view • Promote the use of inclusive language and help others to adjust their language where necessary • Seek feedback about your communication style and adapt where necessary • Write in a way that is well structured and easy to follow • Clearly communicate routine technical information	Intermediate
 Relationships	**Commit to Customer Service** Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in your organisation • Demonstrate a thorough knowledge of the available services and share relevant information with customers • Identify and respond quickly to customer needs • Consider different customer needs and experiences when developing solutions to meet needs • Resolve complex customer issues • Cooperate across work areas to improve outcomes for customers	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
	**Deliver Results** Achieve results by using resources efficiently and committing to quality outcomes	• Seek and apply specialist advice when needed • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver your own work and that of the team or business unit • Contribute to assigning responsibilities and resources to ensure the team or business unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate
	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Use records, information and knowledge management systems effectively • Support system improvement initiatives and new technology when it is deployed • Identify where technology or automation supports tasks, and raise issues when applications may be inappropriate or inaccurate	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
	Manage Self	Be persistent, self-reflect and commit to learning	Intermediate
	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Foundational
	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational

Capability group/sets	Capability name	Description	Level
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Foundational
	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and use effective ways to plan, coordinate and control projects	Foundational