Role Description

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| Role Title: | Service Officer | Contact Officer: | Yvonne McIntyre |
| Status: | permanent flexible full-time | Contact Details: | (07) 3035 3614 |
| Work Unit: | Office of State Revenue | Job Ad Reference: | QLD/365633/21 |
| Location: | Brisbane | Closing Date: | Thursday 26 August 2021 |
| Classification: | AO3 |  |  |
| Salary: | $63,527 - $70,493 p.a. |  |  |

Additional benefits will include employer superannuation contributions, annual leave loading and salary packaging benefits. Please refer to the Guideline for Applicants for more details.

Your opportunity

**Queensland Treasury**

Queensland Treasury (Treasury) is the pre-eminent economic, fiscal and commercial advisor to Government and leads the Queensland Government’s efforts to ensure the economy of Queensland delivers outcomes for the community. This involves leading the management of the State’s financial resources, monitoring agency performance, managing commercial risks and managing the performance of the Queensland economy. Treasury promotes economic growth in Queensland by improving the performance of Government enterprises and Government-regulated markets to make them more competitive. We manage the State’s funding relationship with the Commonwealth, including representing Queensland in various Commonwealth-State forums to achieve an equitable share of Commonwealth funding for the State

**Office of State Revenue**

The Office of [State Revenue](https://www.treasury.qld.gov.au/taxes-royalties-grants/index.php) (OSR) provides Queenslanders with expert, insightful and trusted stewardship of Queensland revenue that supports the delivery of vital government services.  We are responsible for collecting state taxes (including duties, payroll tax and land tax) and mining and petroleum royalties, administering certain grants, and collecting and enforcing unpaid fines and court orders. Our workforce of around 520 people administers a revenue base of approximately $15 billion and grant schemes of approximately $100 million per annum by delivering simple, efficient and equitable revenue management services.  We take a client centric approach to help our clients meet their obligations and receive their correct entitlements.

**Our values and expectations**

Our values are those of the Queensland Public Service: customers first; ideas into action; unleash potential; be courageous; empower people. At OSR, we believe that building a constructive culture is key to achieving our strategic and organisational objectives. We believe everyone is responsible for creating this culture and modelling constructive behaviours. We have identified what these behaviours look like, and use the **STEP** approach to understand how we can live them:

* **Humanistic–Encouraging: is about Support**

Inspire those with whom you interact to think, grow and take responsibility for themselves.

* **Affiliative: is about Trust**

Emphasise teamwork and value others who co-operate and work well with each other; demonstrate concern for others and their needs; and be tactful and considerate of others’ feelings.

* **Achievement: is about Excellence**

Encourage those with whom you interact to give their best effort on all the work they do and lead by example.

* **Self-Actualising: is about Potential**

See the possibilities and opportunities in most situations and take an open-minded flexible approach to your work.

Refer to [OSR’s behaviour expectations](https://s3.treasury.qld.gov.au/files/OSR-Expectations.pdf) for a fuller list of behaviours.

**The role**

We have exciting opportunities for the right people. These positions offer opportunities to build a strong foundation for your future career. You may work flexibly across a range of different OSR business divisions, providing valuable opportunities for continued learning, development and growth. In this role, you will work in a collaborative team environment to deliver excellent client service through various mediums including telephone, face-to-face, in writing and online*.* Some positions are in a rostered call-centre environment; others make assessments and exercise delegations and others are compliance roles. We adopt a client-centric approach to support our clients to receive their correct entitlements and meet their obligations. We are focused on enhancing the experiences of clients, staff and other stakeholders through collaboratively designed processes and implementing e-business initiatives.

We value leadership and contribution across all levels of OSR. It is expected that you will proactively take responsibility for your own learning, applying knowledge and insight to your own work and sharing your ideas with others. You will model positive, proactive and collaborative behaviour using open and respectful conversations to build relationships across and external to OSR. You will be encouraged to implement change which supports the organisation’s goals and business direction You will join with us in creating a constructive workplace environment that leads to a better experience for our clients and stakeholders and delivering exceptional services to Queensland.

**Reporting/work relationships**

Working in a positive and productive team environment, your leader will work with you, providing guidance and support to help you meet and exceed performance standards and expectations. You will work directly with clients and/or stakeholders within and external to OSR.

**Your key responsibilities**

* Provide timely, helpful and supportive client service (both internal and external) while adhering to the [Client Charter](https://www.treasury.qld.gov.au/taxes-and-royalties/client-charter/) and other relevant client engagement standards.
* Provide accurate and consistent information, and/or education assistance, through various media to clients or their agents.
* Analyse, interpret and apply relevant legislation, information and data, exercising sound judgement to make effective decisions, assessments and/or recommendations. Depending on the specific position you are in, this may include functions relating to:
  + making an assessment of a client’s liability
  + negotiating effectively and taking appropriate actions to recover outstanding revenue and finalising debts
  + undertaking routine audits and quality assurance programs for compliance purposes
  + undertaking agreed projects or work as a member of a project team to deliver project goals.
* Efficiently and effectively navigate office computer systems to input, manage, retrieve and analyse information.
* Ensure your work complies with established guidelines, procedures and record keeping standards.
* Actively contribute to the achievement of agreed team performance standards.
* Work collaboratively to identify and promote improvements which enhance client experiences and organisational outcomes.

**Your core capabilities**

We’ll assess your merit for this role by looking at what you’ve done previously, the knowledge, skills and experience you’ve built, your potential for development and your personal qualities. The capabilities below are considered to be the **most critical** for success in this role. Full details of the leadership competency descriptors and behavioural indicators can be found at <https://www.forgov.qld.gov.au/leadership-competencies-queensland>

**Drives accountability and outcomes –** You demonstrate accountability for the execution and quality of results through professionalism, persistence and transparency

**Fosters Healthy and Inclusive Workplaces -** Fosters an inclusive workplace where health, safety and wellbeing is promoted and prioritised

**Pursues continuous growth** – You pursue opportunities for growth through agile learning, and development of self-awareness

**Stimulates ideas and innovation** – You gather insights and embrace new ideas and innovation to inform future practice

**Builds enduring relationships** – You build and sustain relationships to enable the collaborative delivery of customer-focused outcomes

**Your professional and technical expertise**

There are no mandatory qualifications needed for this role, however, relevant qualifications and/or experience will be highly regarded (e.g. business, accounting, law or collections).

To be successful in this role you will need:

* a working knowledge of digital and data technology/systems;
* the ability to interpret and apply legislation and/or policy or the ability to rapidly acquire this capability

**Additional requirements may apply specifically to some roles**

There may be additional physical and travel considerations for some Service Officers (AO3) working in some Divisions.

* Physical requirements may include the ability to lift and operate a wheel clamp, which is applied to a variety of transportation vehicles, such as cars, motorbikes, four-wheel drives, caravans, boats, and trailers etc. Wheel clamps generally weigh between 11 and 15 kilograms and require the officer to kneel when attaching the clamp to the vehicle.
* Travel can include intra-state and interstate travel of one or more nights and will include face-to-face communication with customers.

Any personal circumstances which may need to be considered will be discussed with you when and if applicable.

**How to apply**

Please submit the following for the panel to assess your suitability:

* Your resume, including a comprehensive employment history, the qualification you hold and the contact details for at least two referees (one should be your current supervisor or manager) **and;**
* A supporting statement of no more than one (1) A4 page. Please discuss recent examples of your work which clearly illustrate how your skills, knowledge and level of expertise apply to the responsibilities for the role. Your written response must reflect the competencies outlined in “your core capabilities” and how your behaviours align with our values and expectations.

Applications will remain current for 12 months after the closing date of this vacancy and may be used to fill identical or similar roles.

Applying online through the Smart Jobs and Careers website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au/) is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart Jobs and Careers website. You will need to create a 'My SmartJob' account before submitting your online application. By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au/) please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the job has closed should be directed to the contact officer on the role description. If you do not have internet access and are unable to submit your application online please contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via the Smart Jobs and Careers website, so please allow enough time before the closing date to submit your application. If approval has been granted by the Selection Panel for a late application to be considered, please contact the QSS Customer Support Team on the number above to arrange this. Hand-delivered applications will not be accepted.

Additional information

* All roles within Treasury are subject to employment screening. If you are being nominated for appointment to a role, you will be required to provide written consent to undertake the employment screening. If you choose not to consent you will no longer be considered for the role.
* The nominated applicant will be required to disclose any serious disciplinary action taken against them in the Queensland public sector.
* All newly appointed employees to the Queensland public sector must disclose any previous employment as a lobbyist within the last two years.
* A three month probation period may apply.
* To be appointed permanently, you must be: an Australian citizen, have permanent residency status or have a visa permitting you to work permanently in Australia. For temporary appointments, you must have a visa permitting you to work for the length of the temporary appointment.
* Treasury is committed to achieving and supporting a diverse, safe and supportive workforce.
* We strongly encourage *everyone* to apply for our advertised positions; irrespective of gender, ethnicity, age, language, sexual orientation, and disability or family responsibilities. We recognise our different backgrounds and value the variety of skills and perspectives everyone brings to our workplace.
* We promote a respectful workplace culture and provide support to those whose lives are affected by domestic and family violence.
* Treasury acknowledges the challenge for its staff in balancing work, family and community life successfully. To help them achieve this, we encourage conversations between managers and staff about implementing flexible working arrangements such as part-time and working from home, for all positions. Wherever possible, management will endeavour to meet the needs of its staff, while still achieving mutually agreed work goals and objectives.
* Treasury is committed to the values of the Queensland Public Service: customers first; ideas into action; unleash potential; be courageous; and empower people.
* Refer to [Treasury’s Guideline for Applicants](https://nexus.treasury.qld.gov.au/corporate/Documents/recruitment-and-selection-guidelines.pdf#search=guideline%20for%20applicants) for more detail in relation to the above as well as information on submitting an application, the selection process and employment conditions.