

# Role description

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|-------------------------|---|-----------------------|---|
| <b>Job ad reference</b> | HSQ357301   | <b>Classification</b> | AO4   |
| <b>Role title</b>       | Senior Customer Service Officer                                 | <b>Salary</b>         | \$2974.60 - \$3277.20 per fortnight plus superannuation |
| <b>Status</b>           | Fixed term temporary full time until 27 June 2021               | <b>Closing date</b>   | 3 March 2021  |
| <b>Unit/branch</b>      | Corporate Technology Services<br>Corporate Enterprise Solutions | <b>Contact name</b>   | David Rolfe   |
| <b>Location</b>         | Brisbane  | <b>Contact number</b> | 07 3199 2724  |

If you have difficulties applying please contact Health Support Queensland Recruitment on (07) 3096 2069.

## Why work for us?

At Health Support Queensland (HSQ), you will be part of an organisation who helps care for Queenslanders.

We know it is important for people to work in an organisation that provides more than just a job. In joining HSQ, you will embark on a journey to help us realise our vision of being 'Australia's best healthcare support partner'.

Once you join us, we will expect you to exemplify the HSQ fundamental principles of ICARE:

- Integrity—being honest and ethical in everything we say and do.
- Customers and patients first—putting customers and patients at the centre of everything we do.
- Accountability—taking personal responsibility for our actions.
- Respect—being considerate, recognising our differences and looking out for each other.
- Engagement—actively investing in positive outcomes by partnering with others.

## Corporate Enterprise Solutions

Our focus is to provide solutions and services that support Queensland Health's Enterprise Corporate Applications and supporting payroll transactional processes. This application suite includes the largest integrated rostering and SAP payroll solution in the public sector and the SAP S/4HANA financial procurement and supply chain and materials management, asset acquisition and management and project systems and management environment (S/4HANA solution).

Our commitment to our customers is to:

- provide a state-wide processing service to Hospital and Health Services and the Department of Health



- deliver and enhance workforce management, payroll and S/4HANA solutions
- provide services that are accountable and financially responsible
- continually review and improve services to meet customer needs.

## Purpose of the role

The purpose of the Senior Customer Service Officer is to contribute to the delivery of customer focussed service for Queensland Health's enterprise finance and logistics corporate solution through the provision of technical support associated with system functionality and user administration.

The Senior Customer Service Officer reports to the Team Lead.

## Your key responsibilities will include:

Fulfil the responsibilities of this role in accordance with ICARE and the Queensland Public Service values (QPS) along with the following accountabilities:

- Adhere to defined service quality standards, health and safety policies and procedures relating to the work being undertaken to ensure high quality, safe services and workplaces.
- Provide a high-quality customer service to all Queensland Health finance and logistic system users while adhering to S4/HANA Service Desk Key Performance Indicators and meeting Service Level Agreements.
- Provide accurate and timely technical advice and guidance to customers on the finance and logistics systems and related policies and practices.
- Acquire and maintain skills to effectively deliver technical end-user support associated with the finance and logistics system functionality and user administration as required, adhering to organisational policies, procedures, guidelines and related legislations.
- Analyse and resolve incidents and requests assigned to the S/4HANA Service Desk and escalate as necessary, those that require further investigation.
- Liaise with S/4HANA users as required, to provide technical support, gather further information to enable resolution of incidents and request, and communicate status of incidents and requests.
- Acquire and maintain skills to effectively use of the telephony and ITIL systems
- Log all issues and requests in an Information Technology Infrastructure Library (ITIL) compliant tracking system and assist with workflow and closure of requests.
- Provide support and assistance to other team members as required.
- Positively contribute to continuous improvement in the work unit.
- Develop support material to ensure the provision of accurate technical advice and guidance to customers.
- Assist in the audits undertaken by Department of Health Internal Audit and Queensland Audit Office; and assist in the implementation of audit recommendations.
- Committed to personal learning and growth and actively participates in performance and development activity.

## What are we looking for?

You will be assessed on your ability to demonstrate the following key capabilities, knowledge and experience. Within the context of the responsibilities described under 'your key responsibilities', the ideal applicant will be someone who can demonstrate the following:

- Demonstrated high level customer service skills in a high performing Service Desk/Contact Centre environment.
- Demonstrated knowledge of finance and logistics systems and demonstrated ability to be an escalation point and provide expert advice.
- Demonstrated ability to investigate, escalate and/or resolve incidents and service requests ensuring quality and consistency whilst meeting expected timeframes.
- Demonstrated high level oral and written communication skills including the ability to liaise, advise and interact with other staff and customers.
- Proven ability to build and maintain relationships at multiple levels in a large organisation.

## Mandatory qualifications, professional registrations or other requirements

- While not mandatory, a relevant qualification would be well regarded.

## Vaccine Preventable Diseases (VPD) requirements

- It may be a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment: Hepatitis A & B, Measles, Mumps, Pertussis, Rubella and Varicella.
- Additional vaccinations including Japanese Encephalitis and Rabies may also be required for this position.
- Existing staff that are engaged prior to 1 July 2016 are not subject to this condition of employment unless they apply for a role with VPD requirements that is with a different Queensland Health entity (i.e. one HHS to another HHS, department to a HHS, or HHS to department).

## What is on offer?

- Up to 12.75% employer superannuation contribution
- Annual leave loading 17.5%
- Employee Assistance Program
- Work/life balance, variety and flexibility
- Salary packaging

## How to apply

Please provide the following information to the panel to assess your suitability:

- **Your current CV or resume**, including the names and contact details of two referees. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current, immediate or past supervisor
- **A covering letter (maximum of one page)** informing the panel of your reasons for applying for this position. Please detail why you consider your skills, experience and personal qualities make you the best person for the role. (This should not be the same as outlined in your resume)

## About Health Support Queensland

HSQ is an organisational Division of the Department of Health and delivers a range of support services to enable the delivery of frontline health services. HSQ provides services to all Queensland Hospital and Health Services (HHSs), to other government agencies and to commercial clients. The current services provided by HSQ include: pathology services, procurement and logistics for health-related equipment, products and services, biomedical technology services, forensic and scientific services, linen and laundry services, medicines management, 13 HEALTH, radiology support and payroll.

## Vision for the public service

To be a government of the 21st century, one government that is connected and working together to deliver smarter, simpler outcomes that are responsive to the needs of Queenslanders now and for the future. We will create opportunities in partnership that are all about positive outcomes rather than just service delivery and regulation.

To enable this vision, the Queensland Public Sector is transforming from a focus on compliance to a values-led way of working. The following five QPS values, underpin behaviours that will support and enable better ways of working and result in better outcomes for Queenslanders.



### Customers first

- Know your customers
- Deliver what matters
- Make decisions with empathy



### Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries



### Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback



### Be courageous

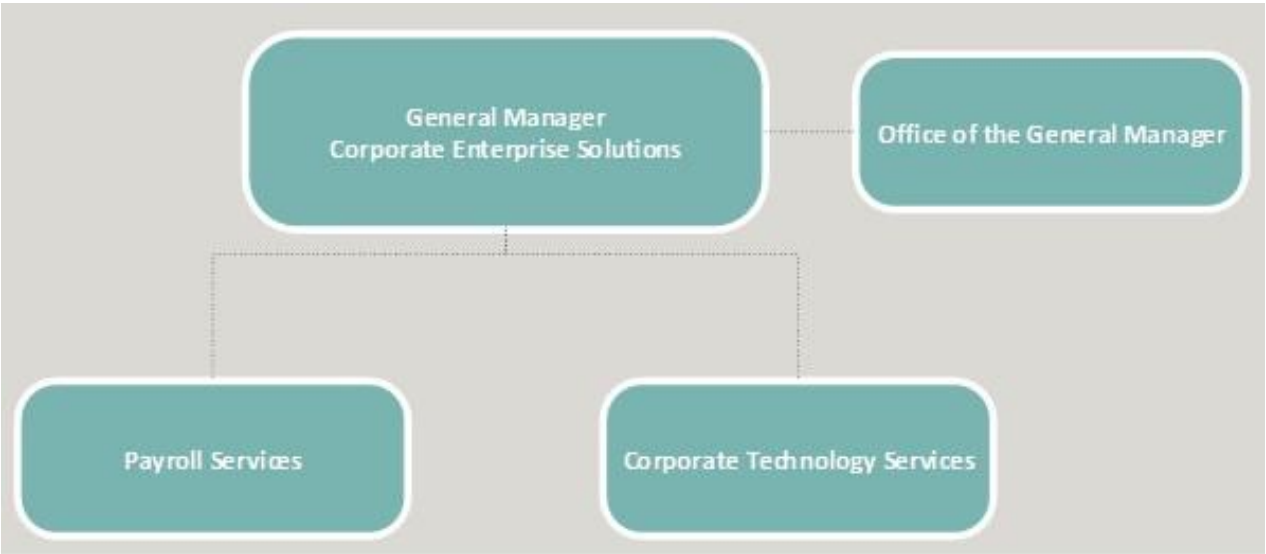
- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency



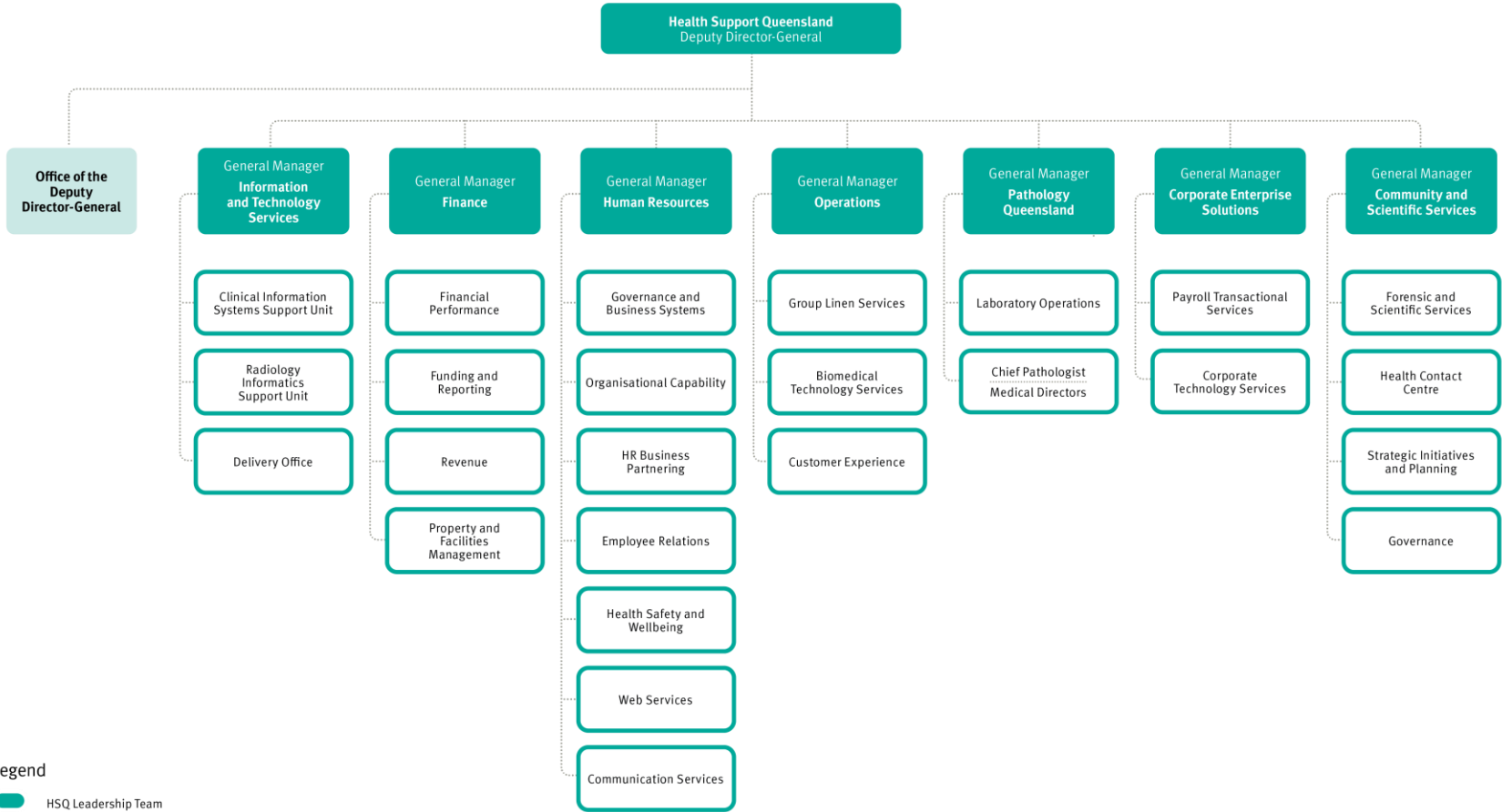
### Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

# Organisational Chart



# Organisational structure



## Additional information for applicants

- For details regarding salary information, leave entitlements, flexible working arrangements and other benefits, visit the [Queensland Health](#) website.
- All relevant health professionals (including registered nurses and medical officers) who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home or community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.
- Pre-employment screening, including criminal history and disciplinary history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card.
- Employees who are permanently appointed to HSQ may be required to undertake a period of probation appropriate to the appointment.
- Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment. Details are available at the [Public Service Commission Lobbyist Disclosure Policy](#)
- Applicants may be required to disclose any pre-existing illness or injury, which may impact on their ability to perform the role. Details are available in [Section 571 of the Workers' Compensation and Rehabilitation Act 2003](#).
- Hepatitis B vaccination or proof that you are not susceptible to hepatitis B is a condition of employment for all staff that will have direct contact with patients of who during their work may be exposed to bodily fluids or blood, or contaminated sharps.
- Roles that interact face-to-face with patients, or the work location is in a clinical area (i.e. ward, emergency department or outpatient clinic), or frequently or regularly requires attendance in clinical areas, require evidence of vaccination or proof that you are not susceptible to these vaccine preventable diseases:
  - measles, mumps, rubella (MMR)
  - varicella (chicken pox)
  - pertussis (whooping cough)
  - hepatitis B
- Additional vaccinations including Japanese Encephalitis and Rabies may also be required.

**NOTE** that subsequent evidence must be provided of future vaccination in respect of pertussis (whooping cough) as recommended in *The Australian Immunisation Handbook*.

- Travel may be a requirement.
- Applications will remain current for 12 months and may be considered for other vacancies which may include an alternative employment basis (temporary, full time, part time).