



Australian Government

Department of Immigration and Citizenship

POSITION: BB2A Client Service Officer
SECTION: Immigration (DIAC), Australian Embassy, Manila
SUBSECTION: Client Services

SPECIFIC DUTIES – BB 2A Client Services Officer

In this role, you can expect to:

- Work with the SMO or PMO, to manage your team's work to deliver results, including setting workload priorities, monitoring workflow, and managing team interactions;
- provide guidance and support to your team, including providing advice and coaching, and implementing performance and capability development for staff;
- provide general feedback to SMO and PMO and participate in developing and implementing improvements in processes and procedures
- manage and prioritise your own complex caseload to meet performance targets, including making accurate and timely case file notes and decision records in Departmental computer systems
- assess and make fair, reasonable and lawful decisions of varying degrees of complexity requiring the exercise of sound judgement, discretion and reasoning within defined legislative and policy parameters, client service standards, and in line with established procedures and protocols;
- provide excellent client service by effectively managing relationships with a diverse range of clients and key stakeholders, and providing sound advice in relation to specific legislation and policy to clients, staff and stakeholders;
- prepare submissions and briefs in relation to more complex individual cases for delegate decision;
- work collaboratively and flexibly within the work area and with other work areas to deliver business outcomes in a diverse and challenging environment of competing priorities.

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CORE CAPABILITIES - Client Service Officer (Immigration)

The Core Capabilities for an LEE operating as a **Client Service Officer** in the Immigration Section are outlined below.

1. Contributes to strategic thinking

- Demonstrates a general understanding of the Department's role and functions
- Keeps colleagues informed of own work activities.
- Recognises opportunities for new and revised practices and makes suggestions for work area improvements.
- Develops practical solutions based on a logical and common sense approach.

2. Achieves results

- Organises work and completes tasks within set timeframes.
- Monitors own performance and commits to achieving specified results.
- Works independently on specific tasks.
- Takes personal responsibility for work outputs and service provided to clients.

3. Supports productive working relationships

- Provides accurate, timely, consistent and appropriate service to clients.
- Deals sensitively, courteously and equitably with clients and stakeholders.
- Demonstrates supportive and inclusive team behaviour.

4. Displays personal drive and integrity

- Commitment to following instructions and direction from others
- Accepts responsibility for mistakes and tries to learn from situations
- Demonstrates willingness to seek advice and assistance from others if needed.

5. Communicates with influence

- Prepares basic written material following close instruction.
- Demonstrates ability to interpret written work and follow instructions.
- Responds to conflict and challenging interactions without escalating situation.

6. Demonstrates professional or technical proficiency

- Has a sound knowledge and understanding of the procedures and guidelines relevant to the work area and ability to apply these to the tasks at hand.
- Has the ability to use the tools, systems and technology needed to complete work tasks.
- Understands, interprets and applies legislation and guidelines to make decisions in routine situations.