



*Helping Queenslanders Build Better*

## **Role Identification**

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<b>Title</b>	Customer Service Officer
<b>Classification</b>	AO3
<b>Program/Division/Branch</b>	Resolution and Regulatory Services
<b>Location</b>	This Vacancy: Resolution Services

## **About this role**

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The purpose of the Customer Service Officer is to support and assist with investigating, assessing and determining matters relating to the delivery of BSA's services. The position also provides administrative support functions.

The Resolution and Regulatory Services Program is responsible for:-

- Delivery of BSA's dispute resolution services;
- Administration of the Statutory Home Warranty Insurance Scheme;
- Administration of BSA's licensing system for builders, trade contractors, certifiers and owner builders; and
- Management of BSA's Certification Unit.

Key functions undertaken by the Customer Service Officer include the following:

1. Provide information, advice and service to customers on building related matters including BSA's legislation, services, policies, procedures and products.
2. Provide support and assistance with the investigation and assessment of matters relating to the delivery of BSA's services including:
  - Builder and contractor licensing and renewal applications;
  - Insurance claims to establish entitlement and related claim payments, and/or prepare submissions for claim rejection.
  - Provide support in performance audits of contractors and certifiers and undertake investigations of breaches of legislation administered by BSA, and prepare reports/recommendations for action.
  - Support the delivery of the dispute management function.
  - Preparing written reports, briefings and correspondence including referrals for specialist investigation and/or prosecution and statements of evidence.
  - Maintain the information held in BSA's database including ongoing review.
3. Assist with implementing promotional marketing and educational events and activities.

4. Undertake a range of administrative duties using modern office technology.
5. Undertake training to gain an understanding of our business and assist in the Contact Centre as required.

The ideal candidate will be able to:

1. Apply, advise on and interpret legislation and policy standards.
2. Process, use, gather and analyse information contained with computerised knowledge bases and other data.
3. Achieve team goals through participation as a member of a team.
4. Use effective communication and interpersonal skills in the workplace

## **How to apply**

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**Your application must be lodged online through the Smart Jobs website.** Go to the website <http://www.jobs.qld.gov.au/> and search under Occupation or Organisation. Download and thoroughly read the Role Description and all associated documentation. Register your details on-line, including an email address for correspondence. (If you do not have an account, you will need to set one up).

To be considered your application must consist of the following documents as attachments, in a word compatible format:

1. a covering letter of no more than two pages addressing how your knowledge, skills, achievements and experience align with the ideal candidate requirements listed 1- 4 above. Relevant examples should also be provided for each.
2. your current resume, outlining your previous work or voluntary experience and any other information which is relevant to this role.

Please note failure to submit the above through <http://www.jobs.qld.gov.au/> may result in your application being overlooked.

Before submitting your application please ensure:

- there are no photos, graphics, or logos on resumes or application letter
- files are not zipped, compressed or password protected as they cannot be uploaded and so cannot be considered
- in a format compatible with Word in a font size of at least 11 is used to ensure it is easy to read
- ensure all editing, track changes and formatting is finalised
- Do not attach any documents other than 1 & 2 above - 3 attachments maximum
- certificates, qualifications, written references, work samples, etc., should not be attached unless specifically requested.

If you do not follow these points your application may not download which may lead to your application not being considered.

However, if you are still experiencing problems submitting your application, please send an email to [Job.Vac@bsa.qld.gov.au](mailto:Job.Vac@bsa.qld.gov.au) with a brief explanation. Please quote the Vacancy Reference No **BSA 05/11**. Please be aware that if you are not able to upload it we will also most likely encounter the same problem.

Applications close Thursday, 23 February 2012.

For further information regarding the role or associated selection process, please contact Peter Jacques on (07) 3247 5686.

### **Other Information and Additional Benefits**

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On 1 July 2008 the Queensland Building Services Employing Office (QBSEO) was established to provide employees to undertake work for the BSA under a Work Performance Arrangement signed by the BSA and the QBSEO. This Arrangement documents the means by which the QBSEO provides employees for the exclusive use and benefit of the BSA in order to carry out the legislative functions and operational responsibilities of the BSA.

You will receive generous superannuation through QSuper ([www.qsuper.qld.gov.au](http://www.qsuper.qld.gov.au)), annual leave loading, 10 days sick leave per year, 20 days annual leave per year, access to flexible leave arrangements (including variable working hours), training and career advancement opportunities.

A person is eligible to be appointed to roles within the BSA if they are Australian citizens; or people who reside in Australia and have permission, under Commonwealth Law, to work in Australia, and remain in Australia indefinitely.

The successful applicant may be required to undergo a probation period of 3 months.

All newly-appointed public service employees are obliged to provide a disclosure of employment as a lobbyist within a month of commencement.

Applications remain current for twelve months.

No third party applications accepted, i.e. we will not require the assistance of recruitment agencies.

Please refer to the Information for Applicants document for further information.

For general information about BSA visit our web site: **[www.bsa.qld.gov.au](http://www.bsa.qld.gov.au)**