

# Role Statement



TITLE OF POSITION: RECONCILIATION OFFICER  
CLASSIFICATION LEVEL: ASO-3

## Organisation Overview

The Department of Planning, Transport and Infrastructure (DPTI) serves the South Australian community by providing safe, effective and efficient planning, transport and infrastructure networks across the state and facilitating development of the State's Infrastructure, in accordance with South Australia's Strategic Plan and the State Infrastructure Plan.

DPTI is a values based organisation and relies on its people to live the values through positive behaviours to improve outcomes for employees and all South Australians.

By working together we capitalise on a unique and powerful opportunity – to connect with every part of our community and deliver positive outcomes every day.

## Division

People and Business comprises four directorates: Customer Experience, Investment Services, Information Services and People and Performance.

Information Services provides a wide range of essential supporting services to the Department including:

- Business Partnerships - engaging with the business to develop initiatives in line with business needs and value for money outcomes
- Solution Services - delivering new and enhanced solutions to optimise and transform business processes
- IS Operational Services - providing support and management of IS platforms and systems including record management functions
- Strategic and Quality Services - providing the governance, security and compliance frameworks to ensure the quality of outcomes delivered

## Role Overview

The Reconciliation Officer position resides in the Metrocard Unit of the IS Operational Services section and contributes to the resolution of Metrocard related issues pertaining to both financial transactions and customer complaints.

This is achieved by managing the Customer Experience queue (CRM) and undertaking investigation and analysis of Metrocard transactions whilst complying with the Privacy Policy. The Reconciliation Officer maintains a transaction list for audit purposes.

This role involves direct customer contact to resolve outstanding automatic payments and recover outstanding debts.

Directorate:  
Position Number:  
ANZCO Code:  
Location: #ASO3 Template #9394229



Government of South Australia  
Department of Planning,  
Transport and Infrastructure

## Key Outcomes of the Role

The Reconciliation Officer is required to undertake a wide range of activities which may include all or any of the following:

- a. Undertaking a range of functions associated with assigned discrete programs, projects, systems and/or services including coordinating and/or controlling related processes, provisions and information.
- b. Supervising and training staff where required including allocating work and monitoring and maintaining the standard of work quality, service delivery and/or compliance with regulations, codes, and specifications.
- c. Assisting with investigations, preparing reports with recommendations, maintaining records and systems and contributing to the development of programs, services and projects and performance benchmarking.
- d. Liaising and negotiating with internal stakeholders to address concerns associated with, and to progress and provide input into, assigned programs, projects, systems and/or services.
- e. Undertaking research and analysis to provide advice, information and correspondence that supports the delivery of assigned agency programs, projects, systems, policies and/or services.
- f. Assisting with the development and implementation of relevant and effective policies, strategies, standards, guidelines and procedures to meet program or Section goals and objectives.
- g. Contributing to a safe, diverse and healthy work environment free from discrimination and harassment by working in accordance with legislative requirements, the [Code of Ethics for the South Australian Public Sector](#), equal employment opportunity and departmental human resource policies, including Work Health Safety and Wellbeing requirements.
- h. Contributing to a high standard of customer service for internal and external clients and quality management and risk.

## Special Conditions and Essential Requirements

This role has been classified as a position of trust. The incumbent is subject to a satisfactory criminal history / record check in line with departmental policies and procedures

### **Qualifications / Licences**

- a. Nil.

### **Person Capabilities**

- a. Works respectfully and effectively with Aboriginal and Torres Strait Islander people, and understands their cultural values and supports programs and services to meet these peoples' community needs.
- b. Demonstrates a commitment to exhibiting and inspiring their team members and workforce to actively engage in the behaviours that reflect the DPTI values including:
  - i. **Collaboration** – “At DPTI we work collaboratively as one team to serve the South Australian Community. This means our diversified teams work together to achieve our shared goals.”

- ii. **Honesty** – “At DPTI we are honest, open and act with integrity. This means we are truthful, sincere and transparent in our decision making and act at all times in such a way as to uphold the trust of the people we work with.”
  - iii. **Excellence** – “At DPTI we are committed to excellence in everything we do. This means we use our energy, skills and resources to make whatever we’re doing the best. We are committed to ensuring the Health and Safety of our employees and customers.”
  - iv. **Enjoyment** – “At DPTI we enjoy our work and recognise our success. This means we have fun at work, celebrate our achievements and foster an environment where our people can thrive”.
  - v. **Respect** – “At DPTI we respect, understand and value ourselves and every person in our business. This means we listen, embrace diversity in others and have a consistent application in our approach to one another.”
- c. Exhibit behaviours that model integrity, professional accountability and diversity across the department, across-government, and community interactions in line with the SA Government's Code of Ethics and the *Equal Employment Opportunity Act 1987*.
  - d. Demonstrates commitment and accountability to the implementation of the Premier’s Safety and Wellbeing Declaration and requirements of the *Work Health and Safety Act 2012*, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.
  - e. Listens and responds to customers' needs using clear and concise communication, tact and diplomacy, and maintains a high degree of confidentiality.
  - f. Consistently manages high volumes of work, pays close attention to accuracy and detail and meets targets within deadlines.
  - g. Sound knowledge and relevant skills associated with the span of assigned functions including an understanding of related government programs, policies, legislation and regulations that impact on the functions of the role.
  - h. Proven ability to communicate clearly and concisely with a wide range of people including the ability to listen to stakeholders, handle sensitive or difficult issues with tact and diplomacy and maintain a high degree of confidentiality at all times.

Delegate Approval

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Name

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Signature

Date: / /