



# Entry Level Service Delivery Roles (Identified &

~~Non-identified~~ (<https://www.apsjobs.gov.au>).

Various locations - ACT ACT, Various locations - NSW NSW, Various locations - NT NT, Various locations - QLD QLD, Various locations - SA SA, Various locations - TAS TAS, Various locations - VIC VIC, Various locations - WA WA

Services Australia has an ongoing need for entry level service delivery staff. This ensures we can support Australians in their everyday lives, including during emergencies. To help meet this need, we're recruiting for APS3 and APS4 entry level service delivery roles.

In these roles, you could be responsible for delivering a range of customer service functions, including call centre or processing work; face to face services; debt management; compliance; program management; and service desk support.

You'll work with support and guidance from senior staff making decisions within legislative, policy and procedural parameters.

## The key duties of the position include:

- providing exceptional customer service support
- determining and making payments to customers
- supporting customers to make payments
- identifying and prioritising potentially vulnerable customers
- escalating potential issues to the leadership team
- helping customers build their digital skills
- improving customers' ability to self-service
- helping customers understand legislation, policy, procedures, payments and services administered by the agency
- conducting assessments and quality assurance activities to ensure payment accuracy
- reviewing agency data sources and checking for payment correctness
- providing on-the-job support to colleagues and working collaboratively in a team environment.

## Eligibility

Some positions may require the following:

- a security clearance (or ability to obtain and maintain) (<https://www.aapsjobs.gov.au>),
- a working with Children or Vulnerable Persons Check in the relevant state (or ability to obtain and maintain), and/or
- a current driver's licence or the ability to travel to the workplace.

To be eligible for employment with Services Australia, you must be an Australian citizen.

Your suitability for employment with the agency will be assessed through a pre-employment screening process. This process includes a requirement to undergo and satisfy a national police history check, referee checks and an employment history integrity check and where relevant, a Working with Children and Vulnerable People Check. A health clearance may also need to be completed. We will let you know if this is needed.

You must be willing and eligible to undergo and maintain an Australian Government security clearance to the appropriate level, if applicable to the position.

You should be aware that our employees may be required to undergo ongoing suitability assessments as part of their employment with the agency.

Should you be found suitable for a role you will be required to provide proof of citizenship and if you have recently received a redundancy benefit, evidence that you have served your exclusion period.

The information you provide on your application, may be used as required by the agency to for checks relating to your employment with us.

## Notes

Services Australia's workforce operates using an agile approach, and all our people should be prepared to redeploy to critical frontline functions as required. If you are required to redeploy as part of the agency's surge workforce, all learning, development, technical and pastoral support will be provided.

Most entry level positions involve working in a rostered environment and may involve shiftwork.

A merit pool may be established and used to fill future vacancies within the next 18 months.

Non-ongoing positions may be offered on a full-time or casual basis, for up to 12

months with the possibility of extension.

(<https://www.apsjobs.gov.au>)  
This process may be used to fill identified and non-identified roles.

Indigenous job seekers are encouraged to apply for this vacancy. If the job is 'Identified', then part or all of the duties impact on Indigenous Australian communities or their representatives.

RecruitAbility applies to this vacancy. Under the RecruitAbility scheme you will be invited to participate in further assessment activity for the vacancy if you choose to apply under the scheme; declare you have a disability; and meet the minimum requirements for the job. For more information visit:

<https://www.apsc.gov.au/recruitability> (<https://www.apsc.gov.au/recruitability>).

**Contact**

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**Agency Employment Act**

PS Act 1999

**Website**

[Services Australia](https://www.servicesaustralia.gov.au) ([./external-link?url=https://www.servicesaustralia.gov.au](https://www.servicesaustralia.gov.au))

**Position Number**

EXT-M-2023-1729

**Vacancy Number**

VN-0732104

## Getting to know the Services Australia

We are one of Australia's largest public sector employers. We are located in every capital city and over 400 local, regional, and remote locations across Australia. Job opportunities in Services Australia can be right where you are or might be right where you want to be. We are looking for people who want to work with us to deliver a simple, helpful, respectful, and transparent experience for our customers. We offer diverse employment opportunities so you can plan to take your career anywhere you want to. We celebrate people with different cultural backgrounds and

disabilities. We are also a leading employer of First Nations Australians and an  
TI+ gold employer. When you work with us, you will be doing something that  
matters and be respected for the unique views and skills that you bring. What our  
people say about working with us: 'It's rare you find a job that provides such a direct  
link to the community' 'You can work for the same agency for your whole career but  
have the opportunity to work in many different roles' 'Highly supportive team and  
flexible working conditions where you can be at your best'

Learn More ([./external-link?  
url=https://www.servicesaustralia.gov.au/organisations/about-us/careers](https://www.servicesaustralia.gov.au/organisations/about-us/careers))

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