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# Position Details

## Administrative Services – CSOF2

The following information is for applicants

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| Advertised Job Title**:** | Service Claim Officer |
| Job Reference: | 59372 |
| Relocation Assistance**:** | Will be provided to the successful candidate if required. |
| Applications Are Open To: | Australian Citizens Only  Australian/New Zealand Citizens and Australian Permanent Residents Only   * All Candidates |
| Percentage of Client Focus - Internal: | 80% |
| Percentage of Client Focus - External: | 20% |
| Reports to the: | Payment Support Centre Manager |
| Number of Direct Reports: | 0 |
| Name and Contact Details For Applicant Enquiries: | Mr Peter Ablettvia email: Peter.Ablett@csiro.au |
| Contact Details For Applying: | Call 1300 984 220 or email [careers.online@csiro.au](mailto:careers.online@csiro.au). |
| How to Apply: | Please apply online at [jobs.csiro.au](https://jobs.csiro.au/) and enter the requisition number**.** Internal applicants please apply via ‘Jobs Central’ in SAP (click ‘Recruitment’) |

## Role Overview

Administrative staff in CSIRO provide administrative and management services to support the effective provision of research and development activities. This involves the development and implementation and/or administration of policies, systems and procedures that assist the organisation and the business units to achieve their objectives and meet Government and regulatory responsibilities.

The Service Claim Officer will process service claims and invoice payment within the SAP system in accordance with CSIRO policy and provide basic advice on procurement policy and application, payment processing and alternatives. As a member of a team, the Service Claim Officer will assist with vendor management and reporting and reconciliations tasks.

## Duties and Key Result Areas:

* Deliver customer service and timely processing of service requests.
* Meet set standards for service claim processing including:
* On time, accurate processing of service claims.
* Adherence to delegation levels, Enterprise policy and local procedures.
* Provide professional basic advice on procurement policy and application, payment processing and alternatives.
* Under controlled limits, assist the creation of new vendors and overall vendor maintenance.
* Under direction, assist with quality review and verification of data and system processing.
* Team relationships and business improvement, including:
* Contribute to “One-CSIRO” values and behaviours.
* Positive working relationships with team.
* Proactively contributes to innovations, process improvement, training, meetings and group activities.
* Under direction, assist with reporting, reconciliation, administrative and filing tasks as required.
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, regionally dispersed team, and business unit to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Code of Conduct, Health, Safety and Environment plans and policies, Diversity initiatives and Zero Harm goals.
* Other duties as directed.

## Competencies:

1. **Teamwork and Collaboration:** Demonstrates initiative, actively contributing as a team member. Supports team decisions and keeps other team members up to date about individual actions. Shares all relevant and useful information. Pitches in and helps other team members when necessary.
2. **Influence and Communication:** Communicates basic facts in a courteous manner including posing appropriate questions to gain factual information.
3. **Resource Management/Leadership:** Provides instruction and assists other staff to complete allocated tasks and activities.
4. **Judgement and Problem Solving:** Selects appropriate solutions to clearly defined problems using readily available information. Alternatives are limited and prescribed or apparent.
5. **Independence:** Accepts personal responsibility for doing the job well. Looks for opportunities to improve the way things are done and makes recommendations accordingly.
6. **Adaptability:**Accepts the need for change to work routines or technology.

## Essential Criteria:

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Relevant certificate of education/diploma, in relevant or relevant work experience.
2. Demonstrated ability and experience to deliver customer service and continual improvement in service delivery.
3. Demonstrated ability and competence to process service requests, service claims and invoice payment, and input accurate information in an efficient manner into SAP and meet set standards.
4. The ability to show initiative and work effectively in a team, positively contributing to the team environment.
5. The ability and willingness to contribute to improved solutions in work situations, trying creative ways to deal with routine problems and opportunities.

## Special Requirements:

The successful applicant will be required to consent to a National Police Check

## About CSIRO:

We imagine. We collaborate. We innovate. To find out more visit us [online](http://www.csiro.au/)!