

Position details	
Job reference	IGTO 005-2024
Position title	Customer Service Officer
Classification	APS Level 4 IGTO (\$77,318– \$81,364 per annum) + attractive employer superannuation) under the <i>2024-27 IGTO Enterprise Agreement</i>
Number of positions	Multiple
Closing Date	Midnight AEDT, 5 January 2025
Location	The office location is in Sydney, however, the IGTO welcomes applications from other locations with a view to remote working after an initial one-week induction at the Sydney office. Ongoing periodic Sydney office attendance would be expected post the induction.
Working Arrangements	Full-time or Part-time The Inspector-General of Taxation and Taxation Ombudsman supports a range of flexible working arrangements.
Job Type	Ongoing/Non-Ongoing for expected vacancies.
Eligibility	Employees of the Inspector-General of Taxation and Taxation Ombudsman are required to be Australian citizens and must hold a current security clearance, at the baseline level, or successfully complete a clearance prior to commencement.
Relevant experience	<ul style="list-style-type: none"> • Front line customer service skills (in person or by phone/writing). • Excellent communication skills. • Strong interpersonal skills, including demonstrating empathy. • High levels of personal resilience to address sometimes emotional and challenging client circumstances and high workload demands. • Experience in complaints handling (desirable).
Contact officer	Kim Williams Phone: 0427 944105 Email: kim.williams@igt.gov.au

About The IGTO

The Inspector-General of Taxation and Taxation Ombudsman (IGTO) is an independent, small Commonwealth Government Agency (about 30 people) located in Sydney, with remote employees located in other State / Territory capital cities.

The IGTO investigates tax complaints regarding tax administration so that we can provide assurance that tax laws are administered consistent with community expectations. We investigate complaints where the Australian Tax Office (ATO) or Tax Practitioners' Board (TPB) has had the opportunity to resolve the complaint and the taxpayer remains dissatisfied with the outcome. We also seek to improve the administration of tax laws for the benefit of all taxpayers, tax practitioners and other entities.

Employees of the IGTO are public servants employed under an Enterprise Agreement in accordance with the *Public Service Act 1999*.

The IGTO has a supportive, inclusive and vibrant culture that encourages innovation.

The IGTO supports its team with a flexible working environment as well as internal and external training and development, including financial assistance for further relevant studies and professional accreditation.

The IGTO has a range of flexible work options including working from home, part time work and staggered start/stop times. Whilst the office location is in Sydney, the IGTO welcomes applications from other locations with a view to remote working after an initial one week induction at the Sydney office. Ongoing periodic Sydney office attendance would be expected post the induction.

For further information about our office and our role, refer to the IGTO website at www.igt.gov.au.

About the Role

The IGTO is seeking highly motivated persons with front line customer service skills and excellent communication skills to join a professional and collegiate team.

Customer Service Officers contribute to improving the administration of the tax system in a way that is fair, equitable, and transparent by conducting investigations to effectively and efficiently resolve tax complaints raised by the Australian community.

Customer Service Officers are responsible for contributing to an efficient and effective complaints investigation service to the Australian community as part of the Early Resolution Team. Accordingly, the role of the APS4 Customer Service Officer supports the management of complaint investigations allocated to the Early Resolution Team. The role involves progressing complaint investigations in relation to the Australian Taxation Office (ATO) and Tax Practitioners Board (TPB), gathering relevant information and determining appropriate complaint resolution options within the law, and maintaining day-to-day interactions with

complainants to keep them informed on the progress of their complaint. The role also involves the triaging of complaint cases.

The role reports to the Early Resolution Manager within the Complaints Team and works within a team of APS5 Complaints Investigators and APS6 Senior Complaints Investigators.

Customer Service Officers exemplify the APS Code of Conduct and Values and create a culture of achievement, collaboration and agility. Customer Service Officers will be self-aware, and will encourage and respect the diversity of ideas and perspectives.

The office provides a challenging, interesting and rewarding working environment. The successful applicants will enjoy multi-tasking, prioritisation, and working effectively and cooperatively as team players within a collegiate office and a fast-paced team environment.

Mandatory Qualifications / Experience

- Front line customer service skills (in person or by phone/writing).
- Excellent communication skills.
- Strong interpersonal skills, including demonstrating empathy.
- High levels of personal resilience to address sometimes emotional and challenging client circumstances and high workload demands.
- Experience in complaints handling (desirable).

Duties

Under supervision and direction:

- Provide exceptional customer service support including being able to communicate sometimes complex matters in a straightforward way to taxpayers by phone and in writing.
- Follow instructions given by Senior Complaints Investigators to progress complaints in the Early Resolution Team and work independently within defined rules to apply procedures, guidelines and legislation.
- Triage new complaints.
- Using ATO systems and the IGTO case management system to progress complaints, including seeking information from the ATO or TPB and finalising complaints with the taxpayer
- Escalate potential issues to the Complaints leadership team.
- Provide on-the-job support to colleagues and work collaboratively in a team environment.

Our People and Culture

We are a small team with a big impact . Our people come from a diverse background and have a clear vision to assure the community that there is a fair, equitable, and transparent administration of the tax system consistent with community expectations. Our people are professional, committed, embracing the [APS Values and Code of Conduct](#) whilst enjoying the flexibility and agility of working in a small, fast paced team.

Read what our team have to say about us as an employer at [Our Team - IGTO](#) with the latest APS Employee Census results.

Our Employee Value Proposition

Our employee value proposition (EVP) aligns with the [Australian Public Service \(APS\) EVP](#) and as an additional benefit, the IGTO as a small agency, provides you with opportunities to broaden your skillsets and experience. You will have opportunities to contribute to our enterprise-wide responsibilities through a large range of individual and corporate projects including systems improvements, organisational planning and policy development, often with direct senior executive management involvement and engagement.

Application Process

The IGTO uses a range of assessment options and processes to assist in selecting suitably qualified and experienced applicants. We uphold the [Merit Principle](#) and our processes are designed to select the right people for our roles.

What are the steps?

1	Apply	<ul style="list-style-type: none"> Complete the applicant details form; Provide your current resume of no more than two pages; and Complete a 'pitch', referencing the Integrated Leadership System (ILS) APS 4 for an APS4, detailing your relevant skills and experience against the position requirement. <p>Please prepare a 'pitch' of no more than five hundred (500) words to describe how your skills and experience would contribute to the Customer Service Officer role within the IGTO. You should refer to the Integrated Leadership System (ILS) APS 4 at the APS4 level when preparing your 'pitch'.</p>
2	Shortlist	Applicants will be assessed on their written application using the APS4 level requirements of the Integrated Leadership System (ILS) APS 4
3	Interview	Shortlisted applicants may be invited to attend an interview.

4	Referees	Referees may be contacted for further assessment of suitability.
5	Process Complete	After the delegate has approved the process, a merit pool may be established. All applicants will be notified of the outcome of the process.

How to apply

Your application, following the steps above, should be emailed to recruitmentigt@igt.gov.au
If you do not have internet access or are experiencing any difficulties lodging your application, please contact Kim Williams on 0427944105 or kim.williams@igt.gov.au.