



**Australian Government**

**Australian Taxation Office**



**Go somewhere  
unexpected**

## **APS 4 Service Delivery Officer (Indigenous affirmative measure)**

### **About us**

At the ATO, you'll do work you can't do anywhere else. Work that is meaningful, diverse and challenging. We do work that makes a real difference to the lives of Australians - work that might take you somewhere unexpected.

We're building a leading tax and superannuation administration known for contemporary service, expertise and integrity.

We have a vibrant, inclusive and client-focused culture. We celebrate and champion diversity to reflect the community we serve.

### **About the role**

This vacancy is only open to Aboriginal and Torres Strait Islander applicants. This initiative helps to increase the number of Aboriginal and Torres Strait Islander people employed in the APS, to better reflect the diversity of the Australian community.

As a Service Delivery Officer, you will have extensive client and stakeholder contact, undertaking tasks associated with inbound and outbound telephony contact, processing correspondence and taxation forms and performing debt collection activities.

### **Your duties**

- Provide staff support
- Apply and interpret procedures and legislation
- Resolve more complex client enquiries
- Perform quality assurance

### **Skills and experience**

- Understands debt collection concepts and techniques
- Has excellent customer service and problem-solving skills

- Good mentoring and coaching skills
- Works well in a team environment

### **Benefits**

- Attractive superannuation contributions of 15.4%
- Flexibility to provide work/life balance
- Award-winning and highly professional organisation
- Contemporary workspaces and technology
- Learning and development opportunities

You must be an Australian citizen to work with the ATO.

The Indigenous affirmative measure is enabled under section 26 of the Australian Public Service Commissioner's Directions 2016 and section 8(1) of the Racial Discrimination Act 1975.

### **Does this sound like you?**

If this sounds like you, we encourage you to click "Apply". Don't forget to mention you applied through **Koori Mail** on your application.

Find out more information about us on our careers page at [www.ato.gov.au/careers](http://www.ato.gov.au/careers)

**Closing date: 21 April 2021**

**CLICK FOR FURTHER  
INFORMATION AND A LINK  
TO APPLY**