



**Go somewhere  
unexpected**

## **APS 3 Service Delivery Officer (Indigenous affirmative measure)**

**Location:** Chermside, Upper Mount Gravatt, Townsville

### **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'll respond to enquiries from the community and provide information and support to help our clients meet their taxation and superannuation obligations.

Your work will involve extensive client contact in a scheduled environment.

### **Your duties**

- Build and sustain positive client relationships
- Respond to enquiries from the community
- Maintain the integrity of ATO records
- Share knowledge and mentor lower levels

### **Skills and experience**

- Passionate and committed to providing quality client service
- Experienced using technology to communicate and store information
- Able to thrive in a fast-paced client contact environment
- Comfortable using procedures, policies and processes to complete a range of tasks

### **Benefits**

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

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: 7 Decemberr 2020.**

**ATO WEBSITE  
APPLY**