



Australian Government
Australian Taxation Office

APS 2 Service Delivery Officer (casual)

- Flexible casual work across a range of shift times
- From \$33 per hour (plus generous 15.4% superannuation)
- A culture that is customer focused and future oriented

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.

About the role

We're seeking Service Delivery officers to join our frontline telephony and processing teams. Ideal candidates will have experience in providing service to clients and be computer savvy. You'll work in a scheduled environment and use multiple channels of communication to interact with clients, including inbound and outbound phone calls, in person or through electronic interactions.

The Indigenous affirmative measure applies to filling of some (but not all) of these vacancies. 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).

Your duties

- Resolve enquiries or issues
- Confirm client information
- Determine the best outcome for our clients
- Maintain a positive impression of the ATO

Skills and experience

- Excellent client service
- Good computer skills and can operate in a Windows based environment
- Passionate, committed, professional, energetic and determined

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.

If this sounds like you, we encourage you to click on the **ATO WEBSITE** link below.

Find out more information about us on our careers page at www.ato.gov.au/careers.

These roles may be offered on casual (irregular/intermittent) basis in **Adelaide, Albury, Burnie, Chermshire, Dandenong, Hobart, Melbourne CBD, Moonee Ponds, Parramatta, Penrith, Perth, Upper Mt Gravatt, and Wollongong**.

Closing date: Thursday 2 April 2020

ATO WEBSITE