



NSW Police Force
www.police.nsw.gov.au

July 2016

Requisitions: Fulltime; **NSWPF 00004L09**, Part Time; **NSWPF 00004KXS**, Aboriginal Targeted position Full Time **NSWPF00004L1V**

Dear applicant,

Thank you for your inquiry regarding the advertised positions of Customer Service Representative, Clerk Grade 1/2, at PoliceLink, **Lithgow**. There are a number of permanent fulltime and permanent part-time positions to be filled. All positions undertake shift work providing coverage of 24 hours per day 7 days per week. PoliceLink operate a preference based rostering system - However, in the first 12 months, shifts will be rostered mainly between Wednesday and Sunday, and will generally be afternoon/evening shifts.

Employment for fulltime positions will be for 10 x 7 hour shifts over a 14-day shift cycle. Employment for part-time positions will be for 10 x 5 hour shifts over a 14 day cycle. All successful applicants must be prepared to undertake a full-time induction program of up to 8 weeks. Permanent appointment will require applicants to be competent in all PoliceLink business streams of Emergency Calls, Non-Emergency Calls, Crime Stoppers, Customer Assistance Unit, Police Switch, and undertake other ongoing training programs as required.

Once completed applications have been received, applicants who have addressed all of the selection criteria and have adequately completed the online customer service assessment, will be required to undertake a preliminary interview. This interview will take approximately 15 minutes. Applicants who do not meet the criteria will be contacted by a representative of the recruitment company and advised accordingly. Applicants who are shortlisted as a result of the initial screening processes indicated above will be required to attend an Assessment Centre - duration approximately 4 hours.

In order to assist you in determining whether you wish to proceed with an application for the position, the following information is provided:

- A copy of the Advertisement
- Position Overview Summary
- Recruitment process including instructions on how to apply

Applicants should note that positions are generally highly competitive and therefore you should ensure that your application addresses each of the selection criteria set out in the advertisement.

Information on the public sector selection process is available on www.iworkfor.nsw.gov.au.

More information on NSW Police is available through the NSW Police website at www.police.nsw.gov.au.

The closing date for applications is Sunday 07th August 2016. Late applications will not be considered.

If you require more information about the position contact the Enquiry Officer Stephanie Jones, on **1300 363 933** OR email nswpolice@randstad.com.au.

NB: Enquiries officer available during business hours Monday-Friday 830am – 530pm.

Good luck with your application!

Yours sincerely

Thea Reading
A/Business Analyst

PoliceLink Command

Incorporating Triple Zero (000), Police Assistance Line (131 444), Child Wellbeing Unit (02 4352 0177),
Crime Stoppers (1800 333 000) and Customer Assistance Unit (1800 622 571)

PO Box 3427, TUGGERAH NSW 2259

Telephone 02 4352 0000 Facsimile 02 4352 0003 TTY 9211 3776 (Hearing/Speech impaired)

ABN 43 408 613 180

PoliceLink is a multi media Contact Centre providing a quality service to the communities of NSW. Customer Service Representatives are required to successfully complete training in all of the following business streams.

PoliceLink receives contacts from members of the NSW Community including:

Emergency Calls	Triple Zero (000)
Non-Emergency Calls	131 444
Crime Stoppers	1800 333 000
Customer Assistance Unit	1800 622 571
Police Switch	9281 0000
NSW Police Force Community Portal	
All other NSW Police Business Streams	

Emergency calls - Triple Zero (000)

Customer Service Representatives (CSR's) receive, interpret and record calls that relate to a life threatening or time critical emergency. Call volumes increase during afternoons and escalate into the early hours of the morning. The bulk of calls occur between 3pm and 3am seven days per week. Consequently there is a demand for afternoon, evening, night and weekend shifts.

Non Emergency PoliceLink calls - 131 444

Is a 'single point of contact' for 24 hour reporting and processing of non-emergency crime and incidents that do not require immediate police presence. CSRs also answer general inquiries from the community. The bulk of these contacts occur between 6am and 8pm seven days per week. Reports are also received online via the NSW Police Force Community Portal.

Crime Stopper calls - 1800 333 000

This unit gathers details of criminal activity from members of the community from phone calls and online reports and transfers this information to the appropriate Local Area Commands. Information can be given anonymously.

Customer Assistance Unit calls - 1800 622 571

Receives calls from the community to register a compliment, concern or complaint in relation to NSW Police.

Police Switch calls - 9281 0000

Receives calls from the community seeking assistance in respect of telephone numbers and general inquiries.

NSW Police Force Community Portal

Processing non-urgent crime reports lodged online by members of the community

Other business streams

CSRs also answer calls relating to Injury Management Hotline, Petfind Line and other special operations.

PoliceLink is also the home of the NSW Police Child Well Being Unit (CWU). The CWU allows for the recording and exchange of information between NSWPF and other government agencies regarding children at risk. **This business stream does not fall under this recruitment.**

PoliceLink vision

To deliver quality customer service through a multi-media contact centre focusing on the needs of our community.

PoliceLink mission

To provide a 24-hour quality information and reporting service to the community, contributing to a safer NSW.

PoliceLink is part of the Operational Communication and Information Command (OCIC), reporting directly to the Assistant Commissioner. PoliceLink is established at both Tuggerah and Lithgow. The two sites operate as one virtual call centre staffed by approximately 400 officers, including Customer Service Representatives, Team Leaders, Training, Technical, Administration and Leadership Units.

2016 PoliceLink Recruitment intake

Agency Name	Police Force, NSW
Agency Preamble	<ul style="list-style-type: none"> No smoking in the workplace is Departmental policy. Applications are welcomed from Aboriginal and Torres Strait Islander people, people from diverse cultures and people with a disability. Successful applicants will be subject to a rigorous Criminal History Record check prior to commencement. Successful applicants will be subject to Security Clearance requirements
Job title	Customer Service Representatives (CSR)
Job Classification	Clerk 1 / 2
Suburb	Lithgow
Employment Status	Permanent fulltime (70 hours) & part time (50 hours) Various positions
Vacancy Ref	Fulltime: 00004L09 / Targeted: 00004L1V Part Time: 00004KXS
Salary Package	\$72,164
Salary Start	\$60,154
Salary Top	\$65,396
Salary Notes	Package includes annual salary, employer's contribution to superannuation and annual leave loading. Salary will be paid at the pro rata rate for part time positions.
Job Description	Answering emergency Triple Zero (000) and non-emergency contacts providing accurate, timely information to police as well as providing information and advice on a range of police issues.
Job Notes	<ul style="list-style-type: none"> Applicants must obtain an information package via the following Link: http://www.randstad.com.au/jobseekers/resource-centre/police-link-information-package <p>Once an application has been submitted and assessed, selected applicants must then undertake initial online testing. Suitable applicants will then be contacted for a preliminary interview. Shortlisted applicants will be required to attend an Assessment Centre.</p>
Inquiry Name	Stephanie Jones
Inquiry Phone	1300 363 933 (Mon-Fri Business Hours 8:30am – 5:30pm)
Inquiry Email	nswpolice@randstad.com.au
Applications to	All applications must be submitted on line via: http://www.jobs.nsw.gov.au web site. Written or e-mailed applications may not be considered.
Closing Date	Sunday 07th August 2016
Selection Criteria 1	Effective oral/written communication and interpersonal skills.
Selection Criteria 2	Commitment to and capacity to deliver quality customer service.
Selection Criteria 3	Ability to work independently and as part of a team.
Selection Criteria 4:	Ability to identify and interpret appropriate sources of information.
Selection Criteria 5:	Demonstrated high level keyboard skills and experience in windows applications.
Selection Criteria 6:	Commitment to perform rotational shiftwork to cover 24 hours per day, 7 days per week
Selection Criteria 7:	Applicants must be prepared to undertake and successfully complete training in all PoliceLink Business Streams and Certificate III in Customer Contact
Selection Criteria 8:	Knowledge of Health and Safety responsibilities and commitment to attending relevant health and safety training

Position Overview Summary

Customer Service Representative

Location title: PoliceLink Command, **Lithgow**
Position title: PoliceLink Customer Service Representative (CSR)
Rank of position: Clerk Grade 1/2

WORK PERFORMED: CSRs will be required to take emergency Triple Zero (000) and non-emergency (131444, Crime Stoppers, Customer Assistance Unit, NSWPF Community Portal) contacts providing accurate, timely information to police as well as providing information and advice on a range of police issues.

KEY ACCOUNTABILITIES:

- Perform all activities within PoliceLink guidelines including Triple Zero (000), 131444, Crime Stoppers, Customer Assistance Unit, Community Portal.
- Receive and process urgent and non-urgent contacts from various sources (including Triple Zero (000) emergency calls).
- Generate and update electronic incident messages via computer terminal.
- Maintain accurate records in relation to duties being performed.
- Notify Team Leaders of all events, which are serious, unusual or newsworthy.
- Receive and process reports of crime and incidents from customers.
- Provide customers with qualified information and advice on a range of Police Service issues.
- Assess all incoming information.
- Initiate follow-up action to transactions and related processing.
- Determine and initiate any further police action required.
- Operate computer keyboard, database information and other appropriate office equipment.
- Provide assistance and perform other relevant duties as directed.
- Prepare minor correspondence and provide clerical support as required.
- Undertake customer telephone surveys.
- Assist in the training of new Customer Service Representatives.

KNOWLEDGE, SKILLS AND EXPERIENCE: (Selection Criteria)

- Effective oral, written communication and interpersonal skills.
- Commitment and capacity to deliver quality customer service assistance
- Ability to work independently and as part of a team.
- Ability to identify and interpret appropriate sources of information.
- Demonstrated high level keyboard skills and experience in windows applications.
- Commitment to perform rotational shiftwork to cover 24 hours per day, 7 days per week.
- Applicants must be prepared to undertake and successfully complete training in all PoliceLink business streams and Certificate III in Customer Contact.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training

Recruitment Process

Please refer to the below PoliceLink recruitment process:

- Applicants must apply online via the www.iworkfor.nsw.gov.au website
- Applicants who submit a complete application including a selection criteria response and resume will be emailed a link to an online customer service assessment
- Applicants who have scored adequately in the customer service assessment will progress to a preliminary interview
- Shortlisted applicants will be asked to attend an assessment centre at PoliceLink, Lithgow.
- Assessment centre activities include group exercises, individual interview, keyboard assessment, an emotional intelligence assessment and other simulated job related activities
- Applicants successful at the assessment centre will be invited to attend an information night to be held at PoliceLink, Lithgow followed by panel interview in subsequent days.
- Applicants who are successful and commence employment with NSW Police, but who do not pass all competencies during the initial up to 8 weeks full time training, will have their employment annulled. The anticipated start date is Monday 26th September 2016.

Essential Information

- Applicants must address each of the selection criteria outlining how your knowledge, skills, and experience are relevant to the position.
- Applicants must provide the names and telephone numbers of at least of two referees, one of whom should be a recent supervisor.
- Applicants must provide the name and contact number of their current human resources administrator who can provide information on length of service, current salary and sick leave
- Applicants for permanent jobs within NSW Government must be an Australian Citizen or Permanent Resident

Job Reference No's:

Full Time **NSWPF 00004L09 / Targeted NSWPF 00004L1V**

Part Time **NSWPF 00004KXS**

PLEASE NOTE:

- **Applications received after the closing date will not be considered.**
- Equality of Employment Opportunity and Merit based selection are NSW Government Policy.