

**Role Title:** Registrations Officer  
**Reports To:** Operations Manager  
**Direct Reports:** None

## ABOUT THE ROLE

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The Registrations Officer provides efficient and effective administration and customer service support and processes registrations for employers, workers, self-employed contractors and working directors in the Community Services sector in South Australia.

Specific duties include assessment and processing of applications for registration, resolution of enquiries, accurate and appropriate management of records, and providing guidance and advice to encourage compliance with the *Portable Long Service Leave Act 2024*.

## KEY RELATIONSHIPS

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Accountable to the Operations Manager.

## KEY ROLE OUTCOMES

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1. Provide efficient and effective administration and customer service support to new clients including employers, workers, Working Directors and Self-Employed Contractors.
2. Process employer applications for registration and cessation with the scheme, including identifying non-compliance with the Act.
3. Review and process requests for delayed employer registration.
4. Undertake onboarding activities for new employer registrations, including assistance for lodging employer returns, crediting retrospective worker service and calculating any applicable levies.
5. Process worker, Working Director, and Self-Employed Contractor applications for registration.
6. Respond to incoming calls during peak periods.
7. Provide clear and accurate information to employers, employees, and other stakeholders to assist them with any obligations under the *Portable Long Service Leave Act 2024*.
8. Maintain systems to track and measure management of applications for registration and onboarding activities and provide regular reports to senior leaders.
9. Compile reports and information to assist in the development and implementation of compliance strategies.
10. Ensure recordkeeping management systems and practices comply with regulatory and accountability requirements, relevant Information Standards, State Records obligations and organisation policies and procedures.
11. Other duties as directed by the Operations Manager or Chief Executive Officer.

## TECHNICAL & PROFESSIONAL KNOWLEDGE

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### Essential

1. Strong grasp of legislative processes and their practical applications.
2. Proven skills in interpreting and explaining complex concepts to third parties.

3. Sound understanding of recordkeeping management systems and practices.

## **COMPETENCIES**

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1. Effective interpersonal, verbal and written communication skills including demonstrated ability to effectively liaise with a wide range of people including staff and key stakeholders.
2. Ability to work under general direction, coordinate and prioritise work under pressure and organise time effectively in order to meet deadlines.
3. Strong organisational skills, attention to detail and ability to act on initiative and with flexibility to respond to changing demands, multitask, solve problems and provide solutions where appropriate.
4. Ability to exercise judgement and initiative in the application of established practices or procedures, resolve problems, and provide solutions where appropriate.

## **EXPERIENCE & QUALIFICATIONS**

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1. Experience providing a high level of customer service across telephone, email and in person communication.
2. Competent in explaining legislative provisions to diverse stakeholders.
3. Experience in processing sensitive and highly detailed and accurate data entry using a CRM or other electronic records management system including applying excellent record keeping practices.
4. Intermediate experience and skills in Microsoft Office including PowerPoint, Word, Excel and SharePoint.
5. Experience working in the community services sector is desirable in this position.
6. Ability to communicate in multiple languages is an asset.

**ACKNOWLEDGEMENT**

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I, ....., acknowledge that I have read, understood, and accept the above and have been given a copy.

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Registrations Officer

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Operations Manager

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Date

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Date