



JOB AND PERSON SPECIFICATIONS

Position Title:	Complaints Officer
Position No:	TBC
Classification Level:	ASO 4
Type of Appointment:	Temporary term up to 12 months
Branch:	Compliance
Date Updated:	June 2025

JOB SPECIFICATION

ROLE SUMMARY

ECSA receives and manages a range of complaints in the lead up to and during elections. This includes complaints regarding electoral advertising and compliance with publication and display requirements under Part 13 of the *Electoral Act 1985*.

The Complaints Officer will coordinate the investigation and administration of complaints and provide advice to support the determination of appropriate actions and responses. The Complaints Officer will work with both internal and external stakeholders to determine appropriate actions. The role will be expected to operate independently (with appropriate supervision) within the established complaints framework, policies, and procedures.

The Complaints Officer reports to the Complaints Manager and will work closely with other members of the Compliance team. The role may be responsible for the supervision of temporary or casual employees allocated to assist with project delivery.

KEY RESPONSIBILITIES

- Review complaints made under the *Electoral Act 1985* and the *Local Government (Elections) Act 1999* and determine whether preliminary investigation is required in consultation with the Complaints Manager.
- Conduct preliminary complaints investigations in accordance with the relevant legislation and ECSA's complaints policies and procedures.
- Manage and resolve assigned complaints ensuring that timeframes are met and the complainant is advised of any outcomes or delays.
- Monitor incoming complaints to ensure high organisational risk or complex complaints are escalated to be dealt with expeditiously.
- Ensure accurate records and evidence are maintained to support any matters referred for enforcement or prosecution.



- Respond to stakeholder enquiries and provide guidance on the matters of limited complexity, escalating more complex enquiries to senior staff as appropriate.
- Contribute to the development, review and implementation of policies and procedures for triage, resolution and escalation of complaints.

AGENCY RESPONSIBILITIES

- Contribute to effective election management and the provision of best practice electoral services by investigating opportunities to enhance operations and assuming responsibility for specific state and local government electoral projects and agency projects.
- Demonstrate appropriate and professional workplace behaviours that are in-line with the Code of Ethics for the South Australian Public Sector.
- Maintain a commitment to EEO, Diversity and Ethical Conduct according to the principles of the Public Sector Act 2009.
- Contribute to a safe and healthy work environment by taking reasonable care to protect your own and others' health and safety at work by having a knowledge of, and complying with, legislation and ECSA policies and procedures related to the Work Health and Safety Act 2012 (SA).
- Utilise resources and information in a responsible and accountable manner and comply with all Public Sector and ECSA financial, procurement, IT and HR policies and procedures.
- Actively participate in ECSA's Performance Management and Development Program.
- Uphold the values of ECSA as reflected in the Strategic Plan.
- Adhere to quality service standards to ensure objectives of ECSA's Customer Service Charter are fulfilled.
- Keep accurate and complete records of business activities in accordance with the State Records Act 1997.

You may be lawfully directed to perform any duties that a person with your qualifications, skills and abilities would reasonably be expected to perform.

SPECIAL CONDITIONS

- In order not to compromise the strict neutrality of the Commission, no person who is active in political affairs or intends to carry on this activity may be an employee.
- Employment is dependent upon a National Police Certificate clearance that the Commission finds satisfactory.
- Extensive out of normal working hours duty may be required during the period of an election.
- ECSA staff will be required to work collaboratively with both internal and external staff, contractors and service providers to ensure smooth operations of ECSA functions, in particular during election events.



- ICT staff will be required to remain current in their training related to technology and data security and understand roles and notification requirements in the event of an incident or breach.
- Some interstate and intrastate travel may be required.

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

Qualifications

- None specified.

Personal Abilities, Aptitudes, Skills

- Demonstrated research and analytical skills including the capacity to assess and evaluate complaints, determine complexity and identify associated risks.
- Proven ability to manage a high-volume complaints caseload and capacity to organise workloads, manage competing demands, determine priorities and meet strict deadlines.
- Professional manner with the ability to maintain highly confidential and sensitive information.
- Well-developed interpersonal skills and demonstrated ability to communicate effectively both verbally and in writing with a range of internal and external stakeholders at all levels.

Experience

- Experience in a complaint handling environment including the assessment and evaluation of complaints.
- Experience in preparing written documentation to support complaint responses and investigations.
- Experience in interpreting and applying legislation.

Knowledge

- None specified.

DESIRABLE CHARACTERISTICS

Qualifications

- None specified.

Personal Abilities, Aptitudes, Skills

- Proven ability to quickly learn new legislative and policy requirements and adapt to a changing environment.
- Demonstrated negotiation skills and an understanding of dispute resolution theory and practice.
- The ability to make sound judgment and decisions to achieve objectives of ECSA.

**Experience**

- Experience in a legal, regulatory or compliance field.
- Experience in complaints investigation.

Knowledge

- Knowledge and understanding of the *Electoral Act 1985* and Regulations, the *Local Government (Elections) Act 1999* and Regulations, the *Local Government Act 1999* and the *Constitution Act 1934*.

Approved by Deputy Electoral Commissioner:			/ /
Accepted by Employee:			/ /

Name

Signature

Date