

# Job Description Form

## Peel Development Commission

### 32415003 Customer Services Officer

#### POSITION DETAILS

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Classification Level: Level 2  
Award/Agreement: PSA 1992 / PSGOGA 2014  
Position Status: Permanent  
Organisation Unit: Corporate Services  
Physical Location: 45 Mandurah Terrace, Mandurah 6210

#### REPORTING RELATIONSHIPS

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**Responsible to:**

32413018 Manager Corporate Services Level 7

*THIS POSITION: 32415003 Customer Services Officer Level 2*

Number of direct reports: 0

#### ABOUT THE COMMISSION

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The Peel Development Commission is a statutory authority of the West Australian Government, set up under the *Regional Development Commissions Act 1993*, to coordinate and promote the economic and social development of the Peel region. Our strategic direction is set by a nine-member board of management selected from the community, local governments and by Ministerial appointment.

**Our Vision** – the Peel is a progressive, prosperous and dynamic region with a culture of care.

**Our Purpose** – connecting communities, the environment and industry to generate innovative solutions and promote sustainable economic and social development.

**Our Values** – we demonstrate our values in the interactions with our communities, stakeholders, partners and co-workers. It is our responsibility to make decisions for the future, not just for today.

- **Leadership:** We lead by example through our courage, integrity and a vision that inspires and motivates.



- **Collaboration:** Collaboration is the primary way in which we operate, working respectfully with each other and our stakeholders.
- **Integrity:** We act with openness, honesty and integrity.
- **Innovation:** We value and learn from the past to build the future, actively seeking opportunities to generate creative and sustainable solutions.

## **KEY WORK DESCRIPTION**

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The Customer Services Officer provides administrative support across the Commission. The key role includes first point of contact for visitors and telephone callers, processing of post and maintaining the Commission's records.

## **WORK DESCRIPTION**

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### **Corporate Services and Administration Support**

- Provides reception services, including receiving telephone calls and visitors to the Commission.
- Collates, assesses and reviews daily mail and other tasks for action by the Director/CEO.
- Maintains the Commission's records and filing system, including processing records using the records management system.
- Arranges functions and catering, including preparing for meetings as required.
- Develops documents and templates using MS Office suite.
- Provides back up executive support as required by the CEO.
- Provides administrative support across the Commission as required.
- Other duties as required.

## **WORK RELATED REQUIREMENTS**

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### **ESSENTIAL**

1. Well-developed interpersonal and communication skills, including reception experience.
2. Demonstrated administrative support skills.
3. Sound computer skills including use of MS Office suite.
4. Written communication skills.
5. Well-developed organisational and time management skills.
6. Demonstrated ability to work in a team environment.

### **DESIRABLE**

1. Knowledge of Public Sector protocols.

## **SPECIAL REQUIREMENTS/EQUIPMENT**

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### **ESSENTIAL PRE-EMPLOYMENT REQUIREMENTS**

- Current "C" class drivers licence.
- Australian Permanent Residency status is a minimum requirement for permanent appointment to the WA Public Sector. For appointment on a fixed term contract or casual basis, applicants only require a valid Work Visa for the duration of the entire advertised term.
- Prior to appointment the Commission requires a 100 point identification check and Criminal Records Screening clearance will be conducted by the Commission prior to confirming recommendation for appointment.

The Commission also requires certified copies of qualifications prior to confirming recommendation for appointment.

## **CERTIFICATION**

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The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the job.

CHIEF EXECUTIVE OFFICER

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

CERTIFICATION DATE: 9 August 2016