



Job Description Form

Department of the Attorney General Purpose

To provide high quality and accessible justice, legal, registry, guardianship and trustee services which meet the needs of the community and government.

Position Title Customer Service Officer		
Effective Date February 2015	Position Number Generic	Level 2
Division Court and Tribunal Services	Directorate Magistrates Court and Tribunals	Branch Magistrates Court of WA - Perth

Divisional Outcomes

To provide modern, responsive and affordable court, tribunal and other services that meet the needs of the community and judiciary.

Directorate Outputs

Output 1: Judiciary and Judicial Support
Output 2: Case Processing
Output 3: Enforcement of criminal and civil court orders
Output 4: Enhance Aboriginal services throughout the state

Branch Outputs

Output 1: Judiciary and judicial support
Output 2: Case processing
Output 3: Enforcement of criminal and civil court orders
Output 4: Enhance Aboriginal services throughout the state

Role Of This Position

Provides quality customer service to all internal and external customers of the Magistrates Court of WA.

Provides an advisory service to all internal and external customers in relation to the practice and procedures of the Magistrates Court of WA.

Provides support services to the magistrate in and out of court.

Required to travel and provide judicial support to the magistrate throughout various regions.

May be directed to work at any court or participate in job rotation at equivalent level for continued development.

Position Title Customer Service Officer		
Effective Date February 2015	Position Number 10403	Level 2
Division Court and Tribunal Services	Directorate Magistrates Court and Tribunals	Branch Magistrates Court of WA - Perth

Responsibilities Of This Position

Corporate citizenship

Demonstrate high standards and practice of ethical conduct and behaviour as required under the Departments frameworks of Code of Conduct and Public Sector Code of Ethics. Demonstrate a commitment to the ethos of Equal Employment Opportunity principles through personal conduct and daily interaction with colleagues.

Occupational Safety and Health

Demonstrate commitment to the legislative obligations set out in the *Occupational Health and Safety Act 1984*. Take reasonable care to ensure their own safety and health, and that of others at work, and comply with the department's policies and any other direction given for their safety and health in the workplace.

Service Delivery

Ensures delivery of quality advice, information and assistance to internal and external customers of the court including the managers of civil and criminal case processing and judicial officers. Services include a combination of the following:

- provides clerical support to judicial officers;
- maintains appointments and schedules for judicial officers;
- prepares legal documentation for judicial officers;
- undertakes case related research for judicial officers;
- assists judicial officers in court to perform court functions;
- provides secretarial services for managers of civil case and criminal case processing and judicial officers;
- attends at counter and provides a telephone service to customers of the court;
- attends to less complex enquiries in person or by telephone in relation to court practices and procedures;
- interviews clients on confidential matters;
- assists with support services for the court including the provision of interpreters and child minding services;
- liaises with magistrates, legal counsel, police and court users;
- processes and distributes electronic mail as necessary;
- deals with complex court documentation and enquiries and drafts correspondence;
- prepares and checks court and agency related documents;
- prepares court accounting information;
- maintains statistics and other information for management purposes;
- retrieves and directs court files for the attention of other court personnel; and
- May be required to work at any court or participate in job rotation at equivalent level for continued development.

Team Work

Participates constructively and positively within the workplace teams to achieve tasks. Supports other staff as required.

Policy and Procedure

Follows workplace policies and procedures to achieve tasks.

Resource Management

Assists in the management of assets, facilities, procurement, technology and systems that support the court. Achieves tasks through effective and efficient use of allocated physical and financial resources.

Information and Knowledge Management

Ensures effective document preparation, control and retrieval for the court. Collects and monitors data.

Cultural Change

Participates within and contributes to a positive and innovative workplace environment.

Continuous Improvement

Participates in the identification of and applies opportunities for continuous improvement within the team.

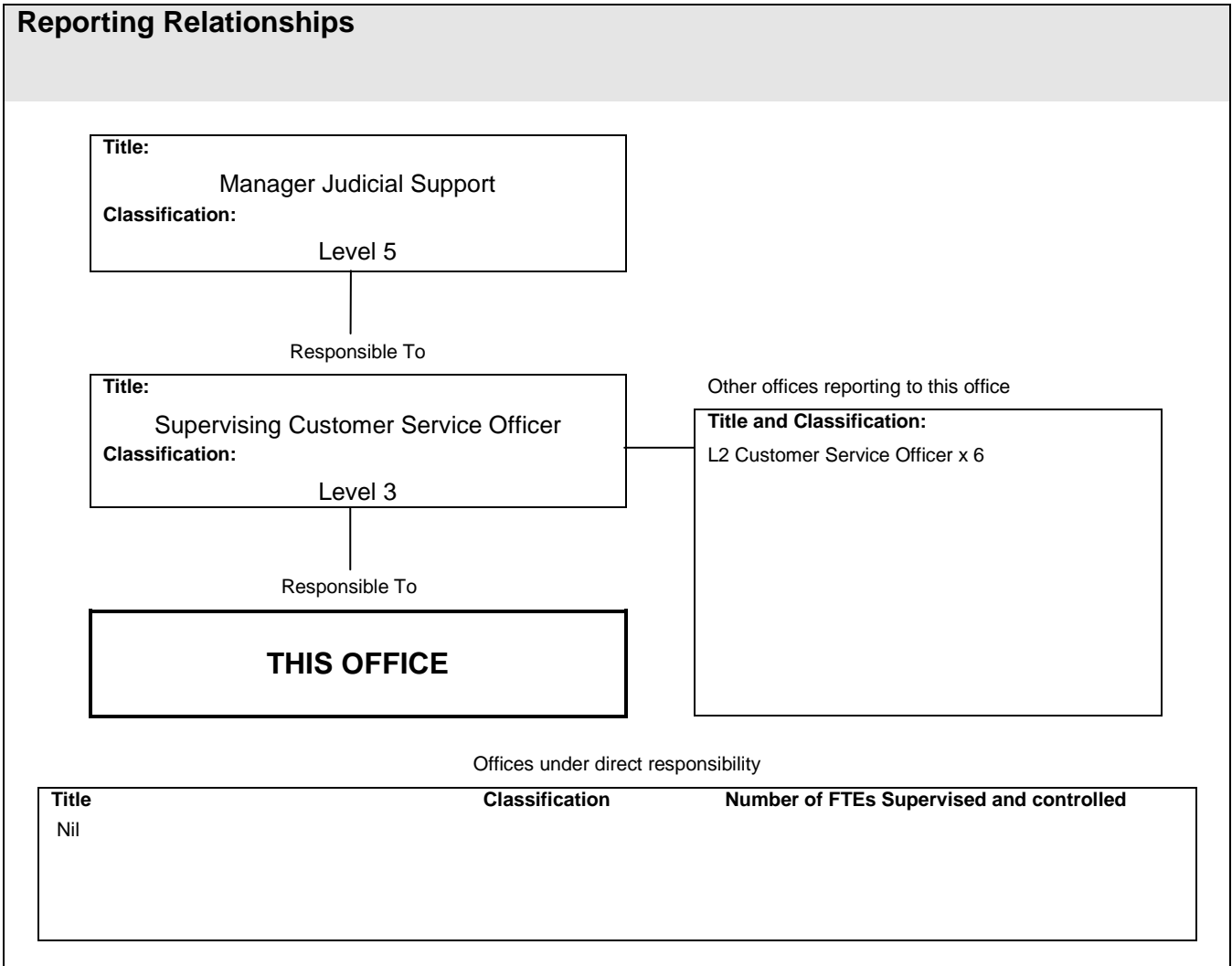
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Work Related Requirements

The following work-related requirements will be assessed at different stages of the selection process.

Essential Criteria	Context within which criteria will be applied and/or general standard expected
Achieves Results	<ul style="list-style-type: none"> • Sees tasks through to completion. • Works under direct supervision to meet timelines and priorities. • Maintains accurate records and files. • Applies and develops capabilities to meet performance expectations. • Reschedules and reorganises work to reflect changes in priority.
Builds Productive Relationships/ Team Work	<ul style="list-style-type: none"> • Responds under direction to changes in client needs and expectations, provides prompt courteous service. • Considers the needs and opinions of fellow team members. • Agrees on performance levels with supervisor, seeks supervisor feedback and responds to guidance.
Communicates Effectively	<ul style="list-style-type: none"> • Listens and asks questions to ensure understanding, checking own communication has been understood. • Discusses issues thoughtfully.
Exemplifies Personal Integrity and Self Awareness	<ul style="list-style-type: none"> • Provides accurate information, checks and confirms accuracy prior to release. • Gets on with the job and applies self to meet objectives, follows up to ensure work is finalised. • Adheres to the Code of Conduct and behaves in an honest, professional and ethical way.

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LOCATION AND ACCOMMODATION State location. If accommodation is available give details such as department/GROH free/rental, etc.	LOCATION ACCOMMODATION
ALLOWANCES/SPECIAL CONDITIONS State allowances and conditions applicable.	

Certification The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.	
DELEGATED AUTHORITY APPROVAL <i>As per the Human Resource Management Delegations</i>	
Delegated Authorities Name	Ray Warnes, Executive Director, Court and Tribunal Services
Signature	
Date	