



Job Description Form

Department of the Attorney General

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

Position Title Supervising Customer Service Officer		
Effective Date September 2015	Position Number Pool Ref 013774	Level 3
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 of Western Australia.

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 of Western Australia.

Role Of This Position

Coordinates the physical and human resources for a work team within the Magistrates Court of Western Australia.

Provides an advisory service to all internal and external customers in relation to practices and procedures of the Magistrates Court of Western Australia.

May be asked to perform other duties as required.

May be required to relieve at any court or participate in job rotation at equivalent level for the purpose of professional development.

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Responsibilities Of This Position

Corporate Citizenship

Demonstrate high standards and practice of ethical conduct and behaviour as required under the department's 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 Safety and Health Act 1984*. Oversee the occupational safety and health (OSH) in areas of responsibility consistent with statutory obligations and departmental policies. This includes but is not limited to raising awareness of OSH requirements with staff, resolving health and safety hazards in areas of responsibility and ensuring the timely reporting of incidents.

Service Delivery

Ensures delivery of quality advice, interaction and assistance to all internal and external customers of the court and provides support services to the manager. Services include a combination of the following:

- provides assistance to the manager on a range of issues, including the human resource issues;
- planning, scheduling and monitoring the workload within the team;
- maintains timely management and movement of documents and files;
- collects statistical information on a daily basis;
- deals with difficult client enquiries and correspondence;
- provides advice on court practices and procedures to all client groups;
- prepares and verifies court accounting information;
- liaises with internal and external court issues to ensure the provision of timely accurate and detailed level of service;
- provides direction and support to achieve the outcomes of the team;
- ensures effective two-way communication between management and staff;
- provides high-level assistance to the manager in staff management, performance management, training and development; and
- may be required to relieve at any court or participate in job rotation at equivalent level for the purpose of professional development.

Teamwork

Participates constructively and positively within the workplace by building effective teams to achieve tasks.

People Management

Plans, schedules and controls daily work activity. Specifically responsible for the day-to-day supervision of staff including ongoing monitoring of staff performance, delegation of duties, staff development, and induction of new staff. Actively participates in on the job training of the team.

Policy and Procedures

Contributes to the development of and assists in the implementation of strategies to meet legislative changes and practice and procedure. Ensures compliance with relevant legislation.

Information and Knowledge Management

Ensures effective and accurate document preparation, control and retrieval for the court. Collects and monitors data and ensures a high level of accuracy of data into records management systems.

Cultural Change

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

Continuous Improvement

Participates in the identification and application of opportunities within the court.

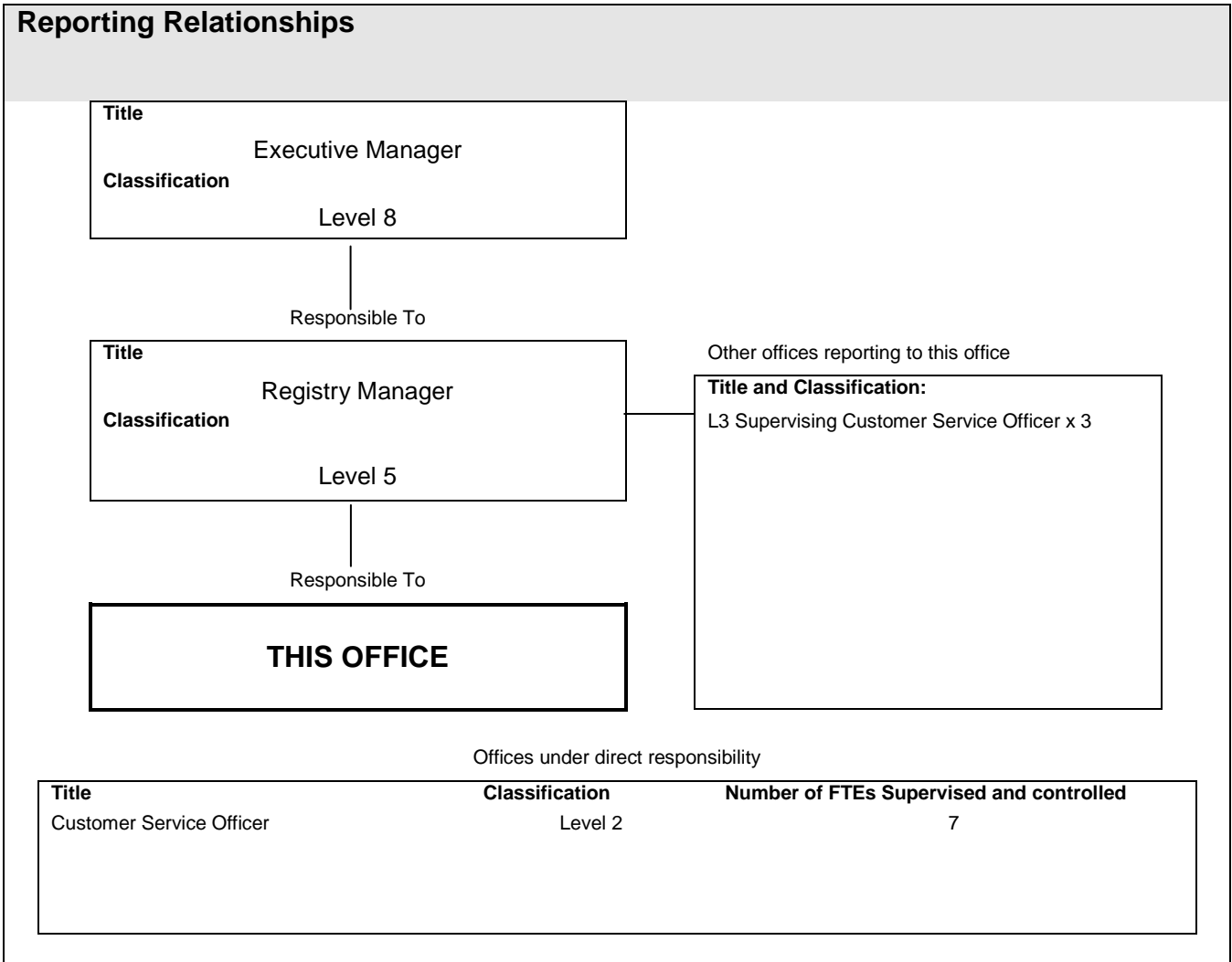
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Work Related Requirements

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
Shapes and Manages Strategy	<ul style="list-style-type: none"> understands reasons for decisions and can explain how they are relevant to colleagues and clients; and knows where to find information. Uses common sense to research, analyse and make evidence-based recommendations.
Achieves Results	<ul style="list-style-type: none"> reschedules and reorganises work to reflect changes in priority; applies and develops capabilities to meet performance expectations. Demonstrates knowledge of new programs, products or services relevant to the position; and ensures effective and accurate maintenance, control and retrieval of files.
Builds Productive Relationships/ Team Work	<ul style="list-style-type: none"> responds to changes in client needs and expectations, managing progress and providing prompt and courteous service; builds and maintains relationships with team members, colleagues and clients; and shares information with team and seeks input from others. Contributes to team discussions and ensures others are kept informed.
Exemplifies Personal Integrity and Self-Awareness	<ul style="list-style-type: none"> adheres to the Code of Conduct and behaves in an honest, professional and ethical way; provides accurate information. Checks and confirms accuracy prior to release; and ability to deal with highly sensitive and confidential matters in a discreet and professional manner.
Communicates Effectively	<ul style="list-style-type: none"> listens and asks questions to ensure understanding. Checks own communication has been understood; and discusses issues thoughtfully and treats others' opinions respectfully.
Knowledge	<ul style="list-style-type: none"> knowledge of or experience in court practices and procedures; and understands legislation and contributes to the implementation of strategies to meet legislative changes.

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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	Michael Johnson, A/Executive Director, Court and Tribunal Services
Signature	
Date	