



Customer Service Officer

Level 2

About the Housing Authority

The Housing Authority seeks to build better communities and enable all Western Australians to have a place to call home.

The Housing Authority provides public housing for those in need, when in need; affordable land and housing opportunities for those on low-moderate incomes; assists with housing finance through Keystart; provides rental assistance; and provides government employees in regional areas with quality homes so that they can deliver the necessary services to their communities. **About the Business Units**

Housing Service Delivery is the Housing Authority's rental accommodation portfolio managing approximately 39,000 tenancies across the State, with a strong focus on providing home ownership opportunities to public housing tenants.

Customer Service Officers (CSOs) have direct contact with our clients, in person, by telephone and in writing. CSOs also work closely with staff who manage tenancy, property maintenance functions and waitlist management. **Housing Direct** is the Housing Authority's Customer Contact Centre where maintenance and other housing related services and products are delivered. There is ongoing daily contact with customers by telephone, email and other communication channels.

Through the Contact Centre, Housing Direct officers are pivotal in assisting the Housing Authority to deal effectively with emergency and natural disaster events that cause damage to property.

Eligibility Requirements

A current, National Police Clearance is required prior to commencement.

Permanent appointment:

- Australian or New Zealand permanent residency.

Fixed Term assignments:

- Evidence of entitlement to live and work in Australia for the period of the contract.

Career Opportunities

Through its recruitment, the Housing Authority aims to create a flexible and adaptable workforce where successful applicants may also be offered at level appointments or assignments at other locations, or to similar roles anywhere in the Housing Authority. Opportunities exist for employment on a permanent, fixed term or casual basis as well as full-time or part-time. NOTE: If appointed on a fixed term or casual basis, there may be opportunities to become permanent in this or similar at level roles.

Career pathways can cover a range of roles in the Tenancy & Property Services area, including:





Key Role Responsibilities

- Service delivery: delivering advice and assistance to customers (both internal and external) and a wide range of people from public and private sector organisations. This can be face-to-face, by phone and in writing, on a range of services and products. (75%)
- Administrative support: preparing correspondence, resourcing report documentation and undertaking records management activities. (15%)
- Development: carrying out a range of duties in a way that supports and engages with the team and which fits with the Housing Authority's procedures, practices, policies and values, keeping your skills and knowledge up to date and potential opportunities to temporarily act in more senior roles. (10%)

Key Role Responsibilities



Role Related Requirements	
Selection Criteria	Key Behaviours
<i>You will need to be someone who can demonstrate the capacity to deliver quality customer service and a desire to make a positive difference for our customers, and who;</i>	IMPORTANT NOTE: During the selection process you should focus on showing how you have demonstrated these behaviours;
Engages with the customer	<ul style="list-style-type: none"> • Identify and assess client circumstances. • Recognise cultural diversity and respond sensitively. • Use listening, language and verbal skills to gather and communicate important information to customers. • Effectively liaise and negotiate with customers.
Delivers outstanding service	<ul style="list-style-type: none"> • Deliver a sustained, quality level of service in a demanding environment. • Use keyboard skills and a range of software applications to record and source information. • Identify and achieve own work goals through planning and being organised. • Accept responsibility and accountability for outcomes of own work and actions within a team.
Solves problems	<ul style="list-style-type: none"> • Adapt work practices in response to changing technology and work environment. • Develop options and/or solutions to meet client needs. • Seek advice from seniors where appropriate. • Work within, and apply, a wide range of policy and guidelines to ensure appropriate standards are met.

Everyone wants (you) on their team	<ul style="list-style-type: none">● Work effectively with others to achieve successful delivery of services.● Demonstrate initiative and commitment to continued learning of self and others.● Be honest, reliable and supportive.● Do what you say you will do, meet deadlines and complete agreed tasks.● Respect the confidentiality and privacy of others, clients and colleagues.
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