



# 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.

<b>Position Title</b> <b>Customer Service Officer</b>		
<b>Effective Date</b> February 2014	<b>Position Number</b> Generic	<b>Level</b> 2
<b>Division</b> Court and Tribunal Services	<b>Directorate</b> Magistrates Court and Tribunals	<b>Branch</b> Magistrates Court of WA Esperance

### 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.

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

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 other court location within the various regions.

<b>Position Title</b> Customer Service Officer		
<b>Effective Date</b> February 2014	<b>Position Number</b> 010153	<b>Level</b> 2
<b>Division</b> Court and Tribunal Services	<b>Directorate</b> Magistrates Court and Tribunals	<b>Branch</b> Magistrates Court of WA Esperance

## 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. Demonstrate commitment to the legislative obligations set out in the *Occupational Health and Safety Act 1984*.

### 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 judicial officers and managers of civil and criminal case processing;
- ◆ 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; and
- ◆ retrieves and directs court files for the attention of other court personnel.

### Occupational Safety and Health

Take reasonable care to ensure your own safety and health, and that of others at work, and comply with the department's policies and any other direction given for safety and health in the workplace.

### 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

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.

<b>Position Title</b> Customer Service Officer		
<b>Effective Date</b> February 2014	<b>Position Number</b> 010153	<b>Level</b> 2
<b>Division</b> Court and Tribunal Services	<b>Directorate</b> Magistrates Court and Tribunals	<b>Branch</b> Magistrates Court of WA Esperance

## Work Related Requirements

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

### Essential Criteria

### Behavioural Indicators

#### Achieves Results

- 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

- 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

- Listens and asks questions to ensure understanding, checking own communication has been understood.
- Discusses issues thoughtfully.

#### Exemplifies Personal Integrity and Self Awareness

- 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.

<b>Position Title</b> Customer Service Officer		
<b>Effective Date</b> February 2014	<b>Position Number</b> 010153	<b>Level</b> 2
<b>Division</b> Court and Tribunal Services	<b>Directorate</b> Magistrates Court and Tribunals	<b>Branch</b> Magistrates Court of WA Esperance

## Reporting Relationships

**Title:**  
Regional Manager Goldfields Region

**Classification:**  
Level 7

Responsible To

**Title:**  
Clerk of the Court

**Classification:**  
Level 5

Responsible To

**THIS OFFICE**

Other offices reporting to this office

**Title and Classification:**  
Customer Service Officer

Offices under direct responsibility

Title	Classification	Number of FTEs Supervised and controlled
Nil	Nil	Nil

<b>LOCATION AND ACCOMMODATION</b> State location. If accommodation is available give details such as department/GROH free/rental, etc.	<b>LOCATION ACCOMMODATION</b>
<b>ALLOWANCES/SPECIAL CONDITIONS</b> 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 *As per the Human Resource Management Delegations*

<b>Delegated Authorities Name</b>	Ray Warnes
<b>Signature</b>	
<b>Date</b>	