**Job Description Form**

**Senior Customer Service Officer**

**POSITION DETAILS**

Classification Level: Level 3

Award/Agreement: PSA 1992 / PSGOGA 2017

Position Status: Permanent Full Time

Organisation Unit: Service Delivery – Pilbara Region

Job Family/Group: Tenancy & Property Services/Customer Service & Inquiry

Physical Location: Pilbara – South Hedland

JDF Review Date: Bradley Leite 20/02/2015

Position Creation Date: 14/04/2008

**REPORTING RELATIONSHIP**

This position reports to: Level 5, Administration Manager

This position has no subordinates.

**ABOUT THE DEPARTMENT**

The Department of Communities - Housing is an affordable housing provider involved in land development, housing construction and property management. Working in partnership to build economic and social prosperity by enabling Western Australians to have a place to call home.

The Agency promotes a high standard of Equal Opportunity, Occupational Health and Safety, and ethical principles/practices. It is a requirement that relevant safety procedures/guidelines and equal opportunity principles are applied at all times.

**ROLE STATEMENT**

Assists the Administration Manager to implement, maintain and improve Customer Service policies and procedures. Provides support to the customer service team in being the first point of contact for the general public. Assess customer's eligibility and suitability for Housing services.

**CORE DUTIES AND RESPONSIBILITIES**

**MANAGEMENT**

* Assists to implement and maintain policies and procedures relating to customer service.
* Assists in supervising Customer Service Officer’s (CSO) in all aspects of their duties.
* Monitors achievements in performance standard of CSO’s and where necessary recommends training requirements.

**SERVICE DELIVERY**

* Provides assistance and advice to customers on all aspects of services and products offered by the Housing.
* Interviews customers to determine their eligibility for Housing services and assesses their need for assistance at the standard, as specified in the Department of Housing’s Customer Service Charter.
* Counsels customers on their housing requirements and other relevant welfare services.
* Performs cashiering duties.

**LIAISON**

* Liaises with regional officers, other government departments, community support organisations, social workers and medical staff when determining client’s eligibility and need for services.
* Liaises with real estate agents and landlords concerning services.

**ADMINISTRATIVE SUPPORT**

* Prepares reports and correspondence on outcomes and discussions arising from customer contact.

**OTHER**

* Applies Equal Opportunity and Diversity, Occupational Safety and Health and ethical principles / practices in all aspects of this role.
* Performs other duties as directed.

**SELECTION CRITERIA**

**ESSENTIAL**

1. Demonstrated commitment to the provision of quality customer service to all customers.
2. Ability to deal effectively with the public on sensitive issues and maintain a commitment that reflects efficient and accurate analysis of customer needs.
3. Demonstrated ability to supervise and provide leadership to a group of staff.
4. Well-developed verbal, written and interpersonal communication skills with the ability to converse effectively with people at all levels.
5. Knowledge of Indigenous / Aboriginal culture with the ability and experience to communicate with Indigenous / Aboriginal people.

**DESIRABLE**

1. Knowledge of public housing and community group services.
2. Experience with handling cash and reconciliation of transactions