



## WESTERN AUSTRALIA POLICE

### POSITION DESCRIPTION

#### **POSITION DETAILS**

**Position Title:**  
Customer Service Officer

**Region/Portfolio/Directorate:**  
Regional Western Australia  
Metropolitan Region

**District/Branch:**  
Generic

**Sub-district/Section:**  
Police Station

**Position Description Number:**  
Generic 31

**Rank/Level/Band:**  
Level 2

**Award/Agreement:**  
Current PSA, PSGOGA and Agency Specific Agreement

**Location/Suburb:**  
Various

**Registered Copy Date:**  
August 2017

#### **Working Conditions/Special Allowances:**

Normally day shift, Monday to Friday, however, the position may be required to work overtime, weekends, public holidays and/or shift work for operational reasons in accordance with the relevant Industrial Agreement(s).

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#### **POSITION OBJECTIVE**

Contributes to the effective and efficient operation of the sub-district Police Station by undertaking a broad range of customer service duties and providing administrative support.

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#### **REPORTING RELATIONSHIPS**

##### **THIS POSITION REPORTS TO:**

Title:	Rank/Level/Band:
Officer in Charge	Inspector <u>or</u> Senior Sergeant <u>or</u> Sergeant <u>or</u> Senior Constable

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#### **THIS POSITION**

##### **POSITIONS REPORTING TO THIS POSITION:**

Title:	Rank/Level/Band:
Nil	

##### **Total number of positions under control: Nil**

**Direct:**                      **Indirect:**

**Budget Managed:**      Nil

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## **ORGANISATIONAL VALUES**

### **MISSION**

To enhance the quality of life and well-being of all people in Western Australia by contributing to making our State a safe and secure place.

### **VALUES**

The foundation of our values and service philosophy are six non-negotiable principles of conduct, behaviour and practices that are expected of everyone in the Western Australia Police (WA Police). These are honesty, empathy, respect, openness, fairness and accountability.

**The Western Australia Police promote a workplace that is discrimination free, is fair and equitable, values diversity and provides for a safe and healthy working environment. In accordance with the organisation's professional standards and Code of Conduct the Agency advocates a high level of ethics and integrity by all employees.**

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### **ROLE OF WORK UNIT**

WA Police is the State's principal law enforcement agency, responsible for the largest police jurisdiction in the world and services a growing population of approximately 2 million. WA Police provides services to the community in maintaining public order; the protection of life and property; the prevention, detection and prosecution of crime; and the rendering of assistance to those in need.

To do this, the Agency has embraced the five strategic priorities of people, resources, standards, community engagement and partnerships. This position is found in a number of work units across the Agency.

The State of Western Australia has been divided into two metropolitan/country policing regions – the Metropolitan Region and Regional Western Australia. Each region is further divided into districts and sub-districts (i.e. police stations).

The role of the Districts is to provide effective and efficient delivery of the five core functions to the community in line with the Agency's purpose and direction and the strategic intentions contained there in and relevant business plan requirements.

### **KEY RELATIONSHIPS**

Within the Agency the position has contact with police officers and police staff as the need arises. External to the Agency the position's contacts are primarily members of the community, and other government and non-government agencies to a lesser degree.

### **DECISION MAKING ROLE**

The position is fully accountable for receiving offence and crash reports as well as other police forms and entering these on the police database system. The position is expected to handle and progress issues to finality that may often involve difficult customers. The position may also be confronted with sensitive, and at times, highly emotional or agitated behaviour by customers and/or distressed victims of crime, and will be required to make a judgement as to whether he or she can handle and resolve the situation, or whether assistance should be sought from a police officer. The position exercises discretion with respect to accessing and disseminating information maintained on police computer systems in accordance with relevant police policies, procedures and protocols.

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**ACCOUNTABILITIES/DUTIES**

	Freq	%
<b>1. <u>CUSTOMER SERVICE</u></b>		60% to 100%
1.1 Provides a front line quality customer service to clients who attend or contact the police station, on an extensive range of policing matters, to the satisfaction of the customer, police policy and procedure and according to the direction of the Officer in Charge.	D	
1.2 Effectively handles and resolves sensitive, complex and demanding customer issues in a timely and efficient manner.	D	
1.3 Oversees the activities of other counter/customer service officers and provides assistance in handling the more difficult matters or customers.	D	
1.4 Establishes customer needs, provides follow-up information and/or documentation and assists customers to complete forms.	D	
1.5 Accesses WA Police computer systems to provide information to customers and police officers.	D	
1.6 Obtains required information from customers to accurately complete offence and crash reports and enters information on relevant systems.	D	
1.7 Completes and processes relevant documentation e.g. police clearance forms, offence and crash reports, property related matters, bail reporting of attendance and other forms as required.	D	
1.8 Processes permissible categories of firearm applications and licences as delegated by the Officer in Charge.	R	
1.9 Receives and banks monies and provides receipts for payment.	D	
<b>2. <u>ADMINISTRATIVE SUPPORT</u></b>		0% to 35%
2.1 Provides a financial analysis role by providing advice and recommendations regarding preparation of the budget and financial plans for the police station.	R	
2.2 Undertakes research on matters directed by the Officer in Charge.	R	
2.3 Provides training, guidance and mentoring to other less experienced customer service officers.	R	
2.4 Prepares accounts for payment and maintains records of expenditure incurred.	R	
2.5 Compiles weekly, monthly, quarterly and yearly statistical returns.	R	
2.6 Operates and conveys information on police radio.	R	
2.7 Advises the Officer in Charge and/or other officers of any relevant issues arising during the course of duty.	R	
2.8 Maintains office equipment and arranges repairs and/or replacement.	W	
2.9 Monitors stationery and stores and orders supplies.	W	
2.10 Prepares and dispatches standard memos and correspondence.	R	
2.11 Provides support to police station personnel by attending to typing/word processing and other general administrative tasks.	R	
2.12 Assists with the administrative arrangements for local police/community projects, activities and initiatives.	R	
2.13 Presents evidence to the Court of Petty Sessions.	O	
2.14 Attends to filing and the movement of files on the Electronic Document Records Management System (EDRMS) know as Objective.	R	
2.15 Assists with the training of station staff in routine work procedures.	R	
2.16 Assists with security administration issues such as identification cards for visitors, proximity cards, escorts, monitoring computer security systems and ensuring mail is scanned for potential hazards, where required.	R	
<b>3. <u>OTHER</u></b>		0% to 5%
3.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.	D	
3.2 Undertakes other duties as directed.	O	
<b>FREQUENCY: D = Daily, W = Weekly, R = Regularly, O = Occasionally, A = Annually</b>		

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**ABLE TO DEMONSTRATE:**

**ESSENTIAL WORK RELATED REQUIREMENTS**

**Context within which work related requirements will be applied and/or general standard expected.**

- |   |                                                                                                                                                                                                                                                             |                                                                                                                                                                                      |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Demonstrated commitment to the provision of a quality service to all customers.                                                                                                                                                                             | Interacting with customers ensuring the provision of an efficient and effective customer service.                                                                                    |
| 2 | Written and verbal communication skills.                                                                                                                                                                                                                    | Extracting/conveying information to customers. Operating police radio. Completing and assisting customers to complete forms. Preparing correspondence.                               |
| 3 | Demonstrated interpersonal skills including attributes in the following areas:<br>- Showing tact and diplomacy when dealing with difficult customers.<br>- Maturity of outlook.<br>- Listening skills.<br>- Friendliness and courtesy.<br>- Self-motivated. | Understanding customer requests and resolving issues to finality. Attending to difficult situations and being able to diffuse those situations. Understanding local cultural issues. |
| 4 | Organisational skills.                                                                                                                                                                                                                                      | Attending to more than one customer or activity at any one time. Prioritising work.                                                                                                  |
| 5 | Analytical and problem solving ability.                                                                                                                                                                                                                     | Researching, evaluating and providing advice and recommendations on financial and other matters.                                                                                     |
| 6 | Ability to work in a team environment.                                                                                                                                                                                                                      | Working with other personnel and supporting their needs.                                                                                                                             |
| 7 | Personal computer skills.                                                                                                                                                                                                                                   | Entering and manipulating data. Extracting information. Word processing. Spreadsheets.                                                                                               |
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**CERTIFICATION**

We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the WA Police requirements of the position.

<b>Certified By:</b>	<b>Name and Signature</b>	<b>Date</b>
<b>Workplace Consultant</b>	<hr/> Helen Mashiah Workforce Design & Consultancy Strategic Human Resources	August 2017
<b>Branch/Division Head</b>	<hr/> Debbie Van Hamersveld Executive Manager Workforce Design & Consultancy Strategic Human Resources	August 2017

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**OFFICE USE ONLY**

Classification Review Date: July 1998

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**CUSTOMER SERVICE POSITIONS IN POLICE STATIONS**  
**INFORMATION FOR OFFICERS IN CHARGE**

• **RISK MANAGEMENT (DUTY OF CARE)**

The Western Australia Police has a duty of care to ensure the safety of all its employees at all times.

Many Customer Service Officers have expressed concern over their safety while working at police stations. This has usually occurred where officers have been left alone in police stations.

To ensure that the safety of Customer Service Officers is not compromised, Officers in Charge should assess the immediate risk and take appropriate action. This should be done on each and every occasion when Customer Service Officers are to be left on their own.

In assessing the risk the Officer in Charge may take any of the following courses of action:

1. Leave the station open.  
(In normal circumstances Customer Service Officers should continue to provide front counter services. However, if the doors are not closed but later the Customer Service Officer feels insecure, intimidated or threatened, the station should be closed and the Police Operations Centre (POC) informed for metropolitan stations and the District Office informed for country stations. The POC or District Office should then arrange for a police officer to return to the station.)
2. Close the police station to the public and have Customer Service Officer remain.  
(Although not attending to the front counter, Customer Service Officers would continue to answer telephone enquiries, monitor police radios, etc).
3. Close the police station and direct Customer Service Officer to vacate the premises.  
(This would only occur in exceptional circumstances).

• **OTHER DUTIES AS DIRECTED**

The term "Undertakes other duties as directed" on PD's is intended to allow Officers in Charge the opportunity to request tasks not specifically mentioned to be performed, however, these tasks are still within the realm of the position's classification. This clause is intended for occasional use and as indicated on the PD should constitute no more than 5% of the total duties of the position.

If duties requested by Officers in Charge under this clause begin to form a significant and regular part of the Customer Service Officer responsibilities, then it is recommended that the position be reviewed as it may not be appropriate for the duties to be carried out by the officer.

Should you require assistance with this issue please contact the Workplace Relations Branch on (08) 92607511