



# Customer Service Officer

## POSITION DESCRIPTION FORM

**Region / Portfolio / Directorate:**

Regional Western Australia  
Metropolitan Region

**Position Description Number:**

Generic 31

**District / Branch:**

Generic

**Rank / Level / Band:**

Level 2

**Work Unit:**

Police Station

### Employment Conditions

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

Work Pattern: Monday - Friday: May be required to work outside normal operating hours

Location: Various

### Position Objective

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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.

### Role of Work Unit

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Western Australia Police Force (WA Police Force) is the State's principal law enforcement agency, responsible for the largest police jurisdiction in the world and services a growing population. WA Police Force 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.

This position is found in a number of work units across the Agency.

### Reporting Relationships

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This position reports to:

- Officer in Charge, Inspector or Senior Sergeant or Sergeant or Senior Constable

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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## Key Accountabilities

### 1 Customer Service

- 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.
- 1.2 Effectively handles and resolves sensitive, complex and demanding customer issues in a timely and efficient manner.
- 1.3 Oversees the activities of other counter/customer service officers and provides assistance in handling the more difficult matters or customers.
- 1.4 Establishes customer needs, provides follow-up information and/or documentation and assists customers to complete forms.
- 1.5 Accesses WA Police Force computer systems to provide information to customers and police officers.
- 1.6 Obtains required information from customers to accurately complete offence and crash reports and enters information on relevant systems.
- 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.
- 1.8 Processes permissible categories of firearm applications and licences as delegated by the Officer in Charge.
- 1.9 Receives and banks monies and provides receipts for payment.

### 2 Administrative Support

- 2.1 Provides a financial analysis role by providing advice and recommendations regarding preparation of the budget and financial plans for the police station.
- 2.2 Undertakes research on matters directed by the Officer in Charge.
- 2.3 Provides training, guidance and mentoring to other less experienced customer service officers.
- 2.4 Prepares accounts for payment and maintains records of expenditure incurred.
- 2.5 Compiles weekly, monthly, quarterly and yearly statistical returns.
- 2.6 Operates and conveys information on police radio.
- 2.7 Advises the Officer in Charge and/or other officers of any relevant issues arising during the course of duty.
- 2.8 Maintains office equipment and arranges repairs and/or replacement.
- 2.9 Monitors stationery and stores and orders supplies.
- 2.10 Prepares and dispatches standard memos and correspondence.
- 2.11 Provides support to police station personnel by attending to typing/word processing and other general administrative tasks.
- 2.12 Assists with the administrative arrangements for local police/community projects, activities and initiatives.
- 2.13 Presents evidence to the Court of Petty Sessions.
- 2.14 Attends to filing and the movement of files on the Electronic Document Records Management System (EDRMS) know as Objective.
- 2.15 Assists with the training of station staff in routine work procedures.
- 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.

### 3 Other

- 3.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 3.2 Undertakes other duties as directed.

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## Work Related Requirements

Essential	Context in which work related requirements will be applied and or general standard expected.
Customer service	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.
Communication	Extracting/conveying information to customers. Operating police radio. Completing and assisting customers to complete forms. Preparing correspondence. Listening to customers, understanding requests and resolving issues to finality. Being self-motivated. Attending to difficult situations and being able to diffuse those situations. Showing tact, courtesy, friendliness and diplomacy when dealing with difficult customers. Having maturity of outlook. Understanding local cultural issues.
Organisational	Attending to more than one customer or activity at any one time. Prioritising work.
Problem solving	Evaluating information and providing advice, recommendations and solutions on financial and other matters.
Teamwork	Ability to work in a team environment with other personnel and supporting their needs.

## Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

## Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Position	Name	Date
Workforce Consultant (Design)	Helen Mashiah	08/05/2019
A/Executive Manager, Workforce Design & Consultancy	Aloysius Toh	08/05/2019

