



CUSTOMER SERVICE OFFICER
Position Number: 002106 Level: 2
ANZSCO: 521211

JOB DESCRIPTION FORM

THE ROLE

Provides administrative and business support for the Fleet and Equipment Services Branch including providing reception services, records management services, reporting facility works and executive support to the Branch Manager.

REPORTING RELATIONSHIPS

ORG STRUCTURE: CORPORATE SERVICES
ASSET MANAGEMENT
FLEET AND EQUIPMENT SERVICES

THIS ROLE REPORTS TO:

Manager Business Services and Quality Assurance Level 6

POSITIONS THAT REPORT TO THIS ROLE:

Nil

ABOUT US

As Western Australia's leading hazard management agency, the Department of Fire and Emergency Services performs a critical role coordinating emergency services for a range of natural disasters and emergency incidents threatening life and property.

Our volunteers are the biggest workforce of our organisation and play an important role in keeping our community safe. DFES recognises the critical role our volunteers play and the positive impact they make to the community. Supported by this extensive network of volunteers and career workers, DFES works together with the community and government to prevent, prepare for, respond to and recover from a diverse range of emergencies.

SPECIFIC RESPONSIBILITIES

DFES is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for its employees, customers and volunteers. All duties are to be performed in a manner and behaviour consistent with EEO legislation and Occupational Safety and Health legislation along with the Department's Code of Conduct and Policies/Procedures and other relevant legislation.

DESCRIPTION

Reception Duties

- Receives all visitors and contractors to Fleet & Equipment Services Branch and ensures appropriate visitor and contractor records are maintained.
- Receives and transfers incoming telephone calls.
- Receives and logs all reported faults (State wide) and forwards to the Fleet Maintenance Coordinator.
- Maintains the FES telephone list and Contact information page on FES intranet site.
- Administers conference room bookings

Records Management

- Provides information records management services to the Branch including:
 - administers FES records in accordance with DFES record keeping plan;
 - administers new file requests on behalf of other staff and management;
 - receives and registers all inward mail and coordinates dispatch of outward mail to Information Resources;
 - provides advice and assistance to FES staff in accordance with DFES record keeping procedures; and
 - collates and formats QA documents for Technical Maintenance staff prior to storing on corporate appliance files.

General Administrative Support

- Maintains staff rosters when directed.
- Provides administrative support to management in the engagement of temporary staff.
- Maintains daily attendance register as directed.
- Coordinates travel proposal approvals and bookings for all staff via the Government online system.
- Coordinates resources for onsite training and meetings
- Receives monthly Vehicle Log Sheets for FES leased and owned fleet, checks compliance and forwards to the Financial Services Branch.
- Maintains admin fuel card register and reconciles fuel transactions for admin fuel cards.
- Prepares staff notices for special events for placement on notice boards and coordinates invitations
- Updates content on the FES intranet site

Facility Asset Administration

- Oversees execution of building and grounds maintenance programs and undertakes site inspections.
- Logs building and grounds related faults with Facility Manager.
- Coordinates the maintenance and repair of all office and amenities equipment.
- Maintains a register of facility breakdowns (faults) and minor improvements.
- Monitors the regular and planned/scheduled cleaning of the premises.
- Maintains security arrangements for O'Connor premises and monitors access logs. Arranges special security services as required.
- Maintains local asset register and carries out the corresponding stock take when requested.

Procurement

- Purchases Branch stationery, kitchen supplies and other goods and services via government contracted suppliers
- Requests new ICT equipment via the ICT portal.
- Obtains quotes for minor purchases.
- Prepares purchase orders for FES contracts and other purchases.

Financial Administration

- Processes invoices according to DFES terms and conditions
- Process purchasing card (PCard) journals in accordance with DFES PCard Procedures.
- Manages cab charge vouchers for the Branch.
- Prepares standard monthly expenditure reports for management review
- Refreshes Power BI dashboard with the Corporate Services Management Accountant.
- Processes expenditure transfers as required on a regular basis.

Continuous Improvement

- Contributes to the development of, relevant policies, procedures, guidelines and systems.
- Contributes to continuous improvement of processes and systems.

General Branch Support

- Works collaboratively with other support staff and, as part of the team, ensures priority requirements are met.
- Provides secretarial, typing and administrative support for the Branch.
- Provides administrative services as required including providing support to management committees.
- Undertakes research and gathers data for management reporting as required.

Other

- Actively contributes to a positive work environment by building and maintaining professional and productive relationships with internal and external stakeholders.
- Undertake other duties as required.

SELECTION CRITERIA

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

ESSENTIAL PRE-REQUISITE

1. Intermediate to advanced knowledge of Microsoft Office Suite (Excel, Word, Outlook) and Internet research skills with the ability to apply to various tasks.
2. Current Driver's License – C-A (minimum) or C (preferable).

ESSENTIAL

1. Experience in office administration and computer systems including word processing, spreadsheets, databases and the internet.
2. Knowledge of accounting and purchasing systems including accounts payable practices and procedures.
3. Sound verbal and written communication and interpersonal skills as well as the ability to provide excellent customer service.
4. Sound administration, planning and organisational skills.
5. Ability to work effectively in a team environment.

POSITION INFORMATION

LOCATION: O'Connor

SPECIAL CONDITIONS: The Department is an emergency services organisation and all employees may be required to work during and outside of normal business hours to assist with emergencies.

CERTIFICATION

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

Authorised and signed by:

A/ASSISTANT COMMISSIONER ASSET MANAGEMENT

A/MANAGER WORKFORCE SERVICES

Name: M. WOOSTON

Name: _____

Signature: [Signature]

Signature: _____

Date: 15/8/19

Date: _____

JDF REGISTRATION – RECRUITMENT USE ONLY

This Job Description Form (JDF) was electronically registered by:

HR Consultant Name/Signature/Date: