



# Job Description Form

## Generic **Customer Service Officer**

### Magistrates Court of Western Australia

#### Position details

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Classification Level: 2

Award/Agreement: Public Service Award 1992 / Public Sector CSA Agreement 2021  
(and subsequent agreements)

Position Status: Permanent

Organisation Unit: Court and Tribunal Services, Magistrates Court and Tribunals

Physical Location: Various

#### Reporting relationships

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Responsible to: Various – Supervising Customer Service Officer – Level 3  
Various – Team Leader – Level 4

**This position: Generic – Customer Service Officer – Level 2**

Direct reports: Nil

#### Overview of the position

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The Magistrates Court and Tribunals is accountable for:

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.

The Customer Service Officer:

- 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;
- Is required to travel and provide judicial support to the magistrate throughout various regions by road or light aircraft; and
- May be directed to work at any court location within the various regions.

## **Job description**

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As part of the Magistrates Court team, the successful applicant will be expected to:

- Always consider the unique risks associated with the Department's activities when undertaking all duties;
- Communicate effectively, model integrity and respect in all interactions;
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity;
- Operate within the Department's chain of command to coordinate activities required to meet the Department's strategic objectives;
- Work collaboratively with staff in other directorates and within the division to achieve common goals and best practice and facilitate business improvements as appropriate, demonstrated analytical problem solving skills, customer focus and alignment with Departmental strategic objectives;
- Drive and support organisational change and continuous improvement by actively contributing to achieve the Department's vision, mission, and priorities; and
- Support cultural and management reforms within the Department.

## **Role specific responsibilities**

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- Ensures delivery of quality information and assistance to internal and external customers of the court including the managers of civil and criminal case processing and judicial officers.
- Provides clerical support to judicial officers.
- Prepares legal documentation for judicial officers.
- Assists judicial officers in court to perform court functions.
- Attends at the Registry counter for all civil and criminal lodgements and enquiries.
- Attends to less complex enquiries in person or by telephone in relation to court practices and procedures.
- Processes lodgements from the eCourts portal;
- 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 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.
- Retrieves and directs court files for the attention of other court personnel.

## **Job related requirements**

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In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience are required:

### **Achieve 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**

- 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 and Influences 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.

### **Special requirements/equipment**

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Nil

### **Certification**

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

Director, Magistrates Court and Tribunals

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

HR certification date: May 2023