



GOVERNMENT OF
WESTERN AUSTRALIA

Department of
Justice

Customer Service Officer – Applicant Guide for Temporary Employment Register

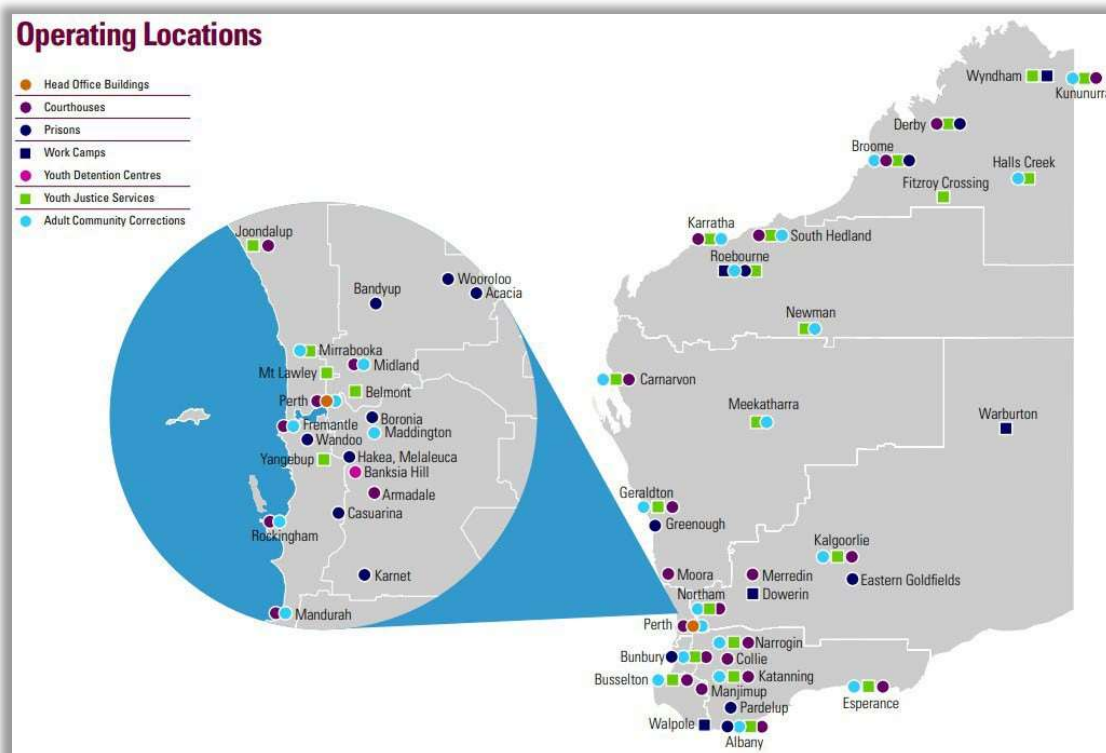
Court and Tribunal Services

Introduction

There are countless ways to develop your career at the Department of Justice (the Department). It is one of the most diverse public sector organisations in Western Australia, providing a variety of legal, justice and corrections related services to Government and the community.

We are committed to providing services across the state (see the map below). This means we have opportunities in both metropolitan and regional locations. Whether you live in the city or the country you can join the Department and create a meaningful career path.

Working as part of a team or independently, having contact with a variety of people or work behind the scenes, it's up to you!



You can find out more about the Department [here](#).

Strategic Framework

Our Strategic Framework articulates the Department's aim to be recognised and valued as a leader in developing and delivering justice services.

Mission

A fair, just and safe community for all Western Australians.

Our Principles

- High performing and professional.
- Ethical and accountable
- Trained, safe and supported.

Our Values

- Respecting rights and diversity.
- Fostering service excellence.
- Being fair and reasonable.

Court and Tribunal Services

Court and Tribunal Services is a Division within Department of Justice. Court and Tribunal Services administers Court locations across Western Australia. We are also responsible for managing several tribunals and boards, the Sheriff's Office and providing services to victims of crime and children engaged in the justice system.

The Court and Tribunal Services division provides:

- support services to the judiciary;
- customer service and support to those accessing the justice system;
- court buildings, accommodation, technology, security and staff support to all courts, tribunals and boards;
- juror management and provision of sufficient jurors to the courts;
- fines enforcement and civil judgements;
- the appointment, registration, and training of justices of the peace; and
- victim support and child witness services

The Department's goal is to provide an efficient, accessible court and tribunal system. We provide professional services to diverse client groups through effective communication and making services relevant, responsive, accessible, accurate and fair.

Specifically, we are responsible for managing:

- The Supreme Court of Western Australia;
- The District Court of Western Australia;
- The Family Court of Western Australia;
- The State Administrative Tribunal;
- Magistrates Courts and Specialist Jurisdictions;
- The Sheriff's Office and the Fines Enforcement Registry; and
- Court Counselling and Support Services.

Customer Service Officer (Level 2) – Temporary Employment Register (TER)

Level 2 roles are critical in providing excellent customer and advisory services on court practices and procedures to all our internal and external customers, as well as comprehensive administrative court support. We undertake a variety of customer service and administrative support activities, including document lodgment, front counter, call center, case management, information management and support services for the judiciary.

As a Customer Service Officer, you may be required to:

- Attend to enquiries either in person or by telephone.
- Handle difficult customer interactions in a courteous manner.
- Provide an advisory service in relation to practices and procedures.
- Assess and process applications.
- Lodge documents into the court and tribunal's database.
- Liaise with legal counsel, WA Police and court and tribunal users.
- Prepare and check legal documents.
- Attend in court to assist Judicial Officers in court hearings.

We are looking for people with:

- Strong interpersonal, written and verbal communication skills;
- Resilience and an ability to remain calm under pressure;
- A high level of empathy, professionalism and accuracy in the delivery of information to a diverse range of customers;
- Ability to work well with technology and competently operate computer systems;
- Ability to learn how to interpret and apply legislation, policies and procedures

When considering whether this opportunity is right for you, it's important to think about the nature of the work Court and Tribunals undertakes. Some Level 2 roles may involve exposure to evidentiary materials (including but not limited to photographs, videos, written statements, and oral information) that may be confronting and/or distressing. Court and Tribunal Services is committed to reducing the exposure to these materials/information for staff wherever possible, and the Department of Justice offers services and resources to support staff.

The Roles

Registry Officers contribute to the overall efficiency and effectiveness of the court undertaking data entry, record keeping, document management and other administrative duties.

Front Counter Officers are the face of the court providing quality information and assistance to internal and external customers attending to enquiries in a fast-paced and busy environment.

Call Centre Officers manage a high volume of incoming call and emails, offering vital information and procedural advice, as well as processing applications.

Case Management Officers provide case management and administrative support to the Judiciary, including in-hearing support. In addition to this, attend to customer inquiries either in person or by telephone.

Eligibility to Apply

To be eligible for permanent appointment to the public sector, you are required to be an Australian citizen or have permanent residency status in Australia.

To be eligible for a fixed term appointment within the public sector you must have documentary evidence of your entitlement to live and work in Australia for the period of the contract.

All employees are required to undergo employment screening, which includes a National Criminal History Check.

Regional applicants must have a C Class Drivers Licence and ability to travel on light aircraft.

Job Related Requirements (Selection Criteria)

Background information relating to role specific responsibilities and the key attributes:

Job Related Requirement	How it applies to the role
Shapes and Manages Strategy	<ul style="list-style-type: none">• Understands business values and objectives and can explain how they are relevant to their work.• Works under direct supervision to meet timelines and priorities.• Applies legislation, workplace policies and procedures to accomplish task.
Achieves Results	<ul style="list-style-type: none">• Reschedules and reorganises work to reflect changes in priority.• Applies and develops capabilities to meet performance expectations, demonstrates knowledge of new programs, products or services relevant to the position.• Maintains accurate records and files.• Sees tasks through to completion.
Builds Productive Relationships	<ul style="list-style-type: none">• Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service.• Recognises the value of individual differences and understands that others may work in different ways.
Exemplifies Personal Integrity and Self Awareness	<ul style="list-style-type: none">• Adheres to the Code of Conduct and behaves in an honest, professional and ethical way.• 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.• Stays calm under pressure, does not react personally to criticism.• Agrees on performance levels with Team Leader, seeks Team Leader feedback and responds to guidance.
Communicates and Influences Effectively	<ul style="list-style-type: none">• Limits the use of jargon, explains information using language appropriate to the client.• Listens and asks questions to ensure understanding, checks own communication has been understood.• Discusses issues thoughtfully without getting aggressive.

Application Process

What is a Temporary Employment Register?

The Customer Service Officer Temporary Employment Register is an online portal that allows you to register your interest for short term full time and part time opportunities.

The benefit of applying through one of our Temporary Employment Register is that you can gain valuable on the job experience which may lead to a long-term contract or permanency once you apply for a formal recruitment process as opportunities become available. The Department's Customer Service Officer pools are advertised on Jobs WA.

Online Application

As part of the application process, you will need to submit a comprehensive resume that highlights your suitability for the role, including relevant skills and experience. Additionally, you will be asked to indicate your preferred work location(s) and work preferences during the online application.

Resume – Top tips

- Ensure your resume is up to date, including accurate contact details.
- Tailor your resume to the job-related requirements (above) by highlighting relevant skills, experience, and qualifications.
- Keep it clear and concise, including employment history with dates, education, and certifications.
- Showcase achievements with examples such as successful projects, completed training, or awards.
- Use a professional, easy-to-read layout with clear headings, bullet points, and a suitable font.
- Proofread thoroughly to eliminate spelling, grammar, and formatting errors.
- Include contact details of two recent referees (email and phone) and confirm their availability beforehand.

Submitting your application

Allow at least 30 minutes to finalise your documents and lodge your application for the Temporary Employment Register.

This Temporary Employment Register is actively monitored by Courts HR to match applicants to available opportunities as they arise throughout our Metropolitan and Regional Jurisdictions. Courts HR will individually assess your application based on all the documentation you have submitted. Your details will stay on our temporary register for **four (4) months**, after which time, you will need to reapply.

Interview

After submitting your application, you may be invited to attend an informal interview if a suitable vacancy becomes available. Please note that different jurisdictions may use a variety of approaches to assess your suitability for the role.

Interview – Top Tips

- Do some research – review the selection criteria, and the Department's website to understand what is required and how you can contribute. Prepare questions to ask about the team or Department.
- Prepare and practice answers using specific examples that demonstrate your skills and qualifications.
- Stay relaxed and confident to help maintain focus during the interview. If you feel nervous, take deep breaths and remind yourself of your strengths.
- Dress appropriately; business attire is recommended unless otherwise advised.

Reference Checks

You may be requested to provide the contact details of two professional referees who can comment on your skills, abilities and work performance. Recent school leavers with limited professional experience may provide alternative referees i.e. teachers, coaches etc.

Pre-employment screening

The Department conducts mandatory pre-employment screening for all prospective employees including contractors and volunteers. It is recognised that our employees work in positions of trust and must demonstrate the utmost integrity.

Department of Justice Employee Benefits and Opportunities

The Department offers a range of benefits and development opportunities to employees. Some benefits are subject to the award and agreement applicable to the employment offer.

General benefits

- 20 days annual leave per year
- 13 weeks paid long service leave every 7 years.
- Maternity, adoption, or other parental leave.
- Grandparental leave.
- Purchase leave.
- Up to 15 days personal leave, per year.
- 3 repealed public service holidays.
- Cultural and ceremonial leave.
- Bereavement leave.

Salary payments and options

- Superannuation.
- Annual leave loading.
- Salary packaging.
- Deferred salary scheme.
- Graduated salary increments.
- Higher duties allowance.
- Other allowances subject to award and agreements.

Learning and development opportunities

- Online learning and development programs.
- Discounts on selected postgraduate courses.
- Study leave.
- Higher duties and at level acting opportunities where possible.
- In house formal courses.
- External seminars and workshops.
- On the job training.

Health and wellbeing initiatives

The Department prioritises the health and wellbeing of our employees, providing resources and support to promote a positive work-life balance and a healthy, safe and productive work environment.

- Access to corporate health cover discounts.
- Access to our Employee Assistance Program – free and confidential professional.
- Counselling through People Sense who has qualified psychologists who can assist individuals, couples, and families.
- Access to free annual influenza vaccinations.
- Access to family and domestic violence leave and support.
- Eyesight testing and screening.
- Fitness Passport – access to the gyms across the country.

Department of Justice Workforce Diversity and Inclusion

Our people are our greatest asset, and we want to harness the strengths of our diverse workforce to ensure we provide better outcomes for the community. We are committed to ensuring all our employees are valued and have the opportunity to maximise their potential.

The Department strongly encourages people from diverse backgrounds to join us.

Aboriginal Workforce Development

We have a dedicated Aboriginal Workforce Development Team who are on hand for advice and support. Our team provide guidance on our recruitment and selection process through to onboarding. Aboriginal or Torres Strait Islander people seeking a career with the Department are encouraged to register on [Aboriginal employment page](#) or contact us at AboriginalWorkforceDevelopment@justice.wa.gov.au or 61 8 9264 1700 for culturally appropriate support and application advice.

People with disability

The Department is committed to continually developing a diverse and inclusive workforce. Actively promoting the employment of people with disability ensures service provision is more receptive to the community we serve. Applicants with a disability requiring adjustment or accessibility requirements at any stage of the recruitment process can contact WorkforceDiversity@justice.wa.gov.au or call 61 8 9264 1700 for a confidential discussion.

More Information

If you have any further questions about the roles on offer or the recruitment process, please contact courtandtribunalservices@justice.wa.gov.au

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Thank you for your interest and good luck with your job application!