



## Position Description

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|-------------------------|--------------------------|------------------------------|-------------------------|
| <b>Position Title:</b>  | Customer Service Officer | <b>Classification Level:</b> | 2                       |
| <b>Position Number:</b> | Generic                  | <b>Reports to:</b>           | Various                 |
| <b>Directorate:</b>     | Housing Services         | <b>Supervises:</b>           | 0 FTE                   |
| <b>Branch/Section:</b>  | Housing Direct           | <b>Location:</b>             | Perth Metropolitan Area |

### Role Summary

The Customer Service Officer role is a key role within the Housing Direct Contact Centre as the role connects the Department of Housing and Works with our customers.

This role delivers advice and assistance to customers (both internal and external) and a wide range of people from the public and private sector organisations.

Our Customer Service Officer carries out a range of duties in a way that supports and engages with the Team, and which fits with the Department of Housing and Works procedures, practices, policies and values.

### Responsibilities

#### Service Delivery

- Provides advice and assistance to customers on all aspects of services and products that are available from the Department.
- Maintains accurate records of customer information and manage customer accounts.
- Carries out quick and accurate data input and retrieval of information from Departmental information systems while ensuring client confidentiality standards and processes are adhered to.
- Effectively navigates the Contact Centre's telephone system and online reference technology systems during inbound and outbound calls to ensure provision of accurate, appropriate and quality information to clients.
- Determines client needs through open and closed questioning, negotiation and problem solving.
- Provides support to the Team Leaders, as required.
- Liaises with tenants, members of the community, Department employees, external stakeholders, and regional offices to achieve customer outcomes.

#### Other

- Contributes to individual, Team and organizational effectiveness and the continual improvement process, through participating in monthly coaching sessions, performance development planning and review, organizational compliance requirements, Team meetings and skills development.
- Promotes a high standard of Equal Opportunity, Work Health and Safety, and ethical principles/practices in all aspects of this role.
- Contributes to the efficient operation of the Contact Centre by undertaking a range of duties, such as document management, filing and correspondence or other duties as required which may include acting in other roles as required.



## Essential Requirements

- **Delivers Outstanding Service**

Adapt work practices in response to changing technology and work environment.

Develop options and/or solutions to meet client needs.

Seek advice from seniors where appropriate.

Work within, and apply, a wide range of policy and guidelines to ensure appropriate standards are met.

- **Engages with Our Customers**

Identify and assess client circumstances.

Recognise cultural diversity and respond sensitively.

Use listening, language and verbal skills to gather and communicate important information to customers.

Effectively liaise and negotiate with customers.

- **Solves Problems**

Delivers a sustained, quality level of service in a demanding environment.

Use keyboard skills and a range of software applications to record and source information.

Identify and achieve own work goals through planning and being organised.

Accept responsibility and accountability for outcomes of own work and actions within a Team.

- **Everyone Wants You on Their Team**

Work effectively with others to achieve successful delivery of services.

Demonstrate initiative and commitment to continued learning of self and others.

Be honest, reliable and supportive.

Do what you say you will do, meet deadlines and complete agreed tasks.

Respect the confidentiality and privacy of others, clients and colleagues.

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## Pre-employment requirements

Australian Permanent Residency is a minimum requirement for permanent appointment to the WA Public Sector. For a fixed term contract or casual appointments, applicants require a valid Work Visa for the duration of the entire term.

Appointment is subject to 100 point identification check and Criminal Records Screening clearance.

## Certification

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Verified: August 2025

Classification Evaluation Date: