



COMMUNICATIONS SYSTEMS OFFICER

Position Number: Various Level: CSO 1 - 4

ANZSCO: 599914

JOB DESCRIPTION FORM

THE ROLE

Work in the Communications Centre as part of a dynamic team delivering a high quality, customer focused emergency operations service. Play a central role in this challenging, high pressure environment by:

- Answering 000 and other emergency related calls and dispatching personnel in response to a wide range of emergencies including fire, storm, cyclone, flood, hazardous material, rescue and search.
- Operating telephony and radio telephone equipment.
- Utilising DFES operational computer systems, software and applications.
- Recording information from emergency incidents using DFES reporting systems.

REPORTING RELATIONSHIPS

ORG STRUCTURE:

Operations
State Coordination

THIS ROLE REPORTS TO

District Officer Comcen

Various

District Officer

POSITIONS THAT REPORT TO THIS ROLE

Nil

POSITION INFORMATION

LOCATION:

Cockburn Central

SPECIAL CONDITIONS:

Required to work in accordance with current shift arrangements in accordance with the Western Australian Fire Service EBA.

The Department is an emergency services organisation and all employees may be required to work reasonable overtime as an operational requirement for our business.

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.

Responsibilities

- Receives state-wide fire, rescue, hazardous materials and other emergency calls for DFES and receives other routine telephone calls to the Communications Centre.
- Receives state-wide requests for assistance for storm, flood, cyclone and earthquake.
- Ensures appropriate and valid information is received and resources are dispatched in accordance with Standard Operational Procedures or as directed by the DFES District Officer Communications Centre.
- Receives, responds to and actions all incident and routine radio telephone messages in accordance with DFES agreed protocols.
- Ensures all information relevant to incidents is recorded in accordance with DFES agreed protocols.
- Maintains a record of key DFES personnel and appliance movements and their availability status.
- Maintains records and reference material essential to an effective and efficient emergency communications centre.
- Regularly checks the operation of equipment in the DFES Communications Centre and immediately reports faults to the DFES District Officer Communications Centre.
- If required, assists in the training, development and support of staff and performs the functions of the DFES Communications Centre.
- Fosters and maintains positive relationships with DFES staff, volunteers and external stakeholders.
- Ensures the DFES District Officer Communications Centre is kept informed in accordance with DFES agreed protocols.
- Inputs data into DFES incident recording programs from incident reports.
- Operates within a customer-focused team environment.
- Operates within a Quality Assurance environment and undergoes regular quality checks in order to achieve and maintain established standards and continuous improvement.
- Undertakes scheduled training as part of an ongoing training program.

Other

- Reporting all health and safety hazards, near misses and injuries.
- Actively participate in managing risk and resolving health and safety issues and promoting a safe place of work.
- Undertake other duties as required.

EXPECTED LEADERSHIP BEHAVIOURS

Leadership Expectations are critical to the success of DFES and provide a clear understanding of the expected behaviours for all public sector employees. This position aligns to the context of **Personal Leadership**, and it is essential that you demonstrate the required behaviours below to undertake this role:

Behaviour	Descriptor
Lead collectively	Seek and build key relationships, work together and focus on the greater good.
Think through complexity	Think critically, work with ambiguity and uncertainty, assess solutions and impacts, and take calculated risks.
Dynamically sense the environment	Be in tune with the political, social and environmental trends that impact the work; understand and recognise the needs of others and leverage relationships for desired outcomes.
Deliver on high leverage areas	Identify priorities, pursue objectives with tenacity and display resilience in the face of challenges.
Build capability	Proactively develop others; share learning to promote efficiency and effectiveness; and champion diversity and inclusion.
Embody the spirit of public service	Display empathy, compassion, humility and integrity, and a genuine passion for the work; demonstrate a responsibility to Western Australians; and work in the interests of the public good.
Lead adaptively	Continuously seek to understand personal strengths and areas for improvement, be adaptive to change and adjust leadership style in different contexts.

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 CRITERIA

1. Normal hearing.
2. Normal colour vision (aided or unaided).
3. Typing speed 40 wpm with 97% accuracy.
4. Excellent interpersonal skills including written communication skills and demonstrated clear and concise oral communication.
5. The ability to remain calm and professional in stressful and high-pressure challenging situations with a proven ability to make critical decisions under time constraints.
6. Ability to work in an online environment with excellent attention to detail and to retain and recall information while multi-tasking.
7. Proven ability to work effectively in a team environment.

CERTIFICATION

Version	Description	Approval Date	Registered Date	Registered by
Vs 1.0	Created and classified	05/05/2011	05/05/2011	HR Consultant
Vs 2.0	Updated	13/07/2012	13/07/2012	HR Consultant
Vs 3.0	Updated	10/07/2014	10/07/2014	Sue Eccles
Vs 4.0	Updated	20/07/2017	20/07/2017	Susan Berkin
Vs 5.0	Template update		19/06/2018	Kate Williams-Coomer
Vs 6.0	Updated	24/02/2020	25/02/2020	Susan Berkin
Vs 7.0	Template update only		24/11/2023	Tasha McMenamin
Vs 8.0	Minor updates	12/09/2024	12/09/2024	Tasha McMenamin
Vs 9.0	Leadership Behaviours	13/08/2025	13/08/2025	Jeneen Zoutman
Vs 10.0	Org Structure update	13/01/2026	13/01/2026	Tasha McMenamin