

Job Description Form (JDF)

Position details

Position title:	Customer Service Officer
Position number:	70230276
Classification:	Level 2
Physical location:	Geraldton
Award:	PSA 1992
Agreement:	PSCSAA 2024
Pillar:	Fisheries and Sustainability
Directorate:	Operations and Compliance
Branch:	Compliance Midwest

Reporting relationships

Reports to:	Regional Business Support Officer (70190631), Level 4 This position
Direct reports:	Nil

Role summary

Provides a responsive, effective efficient and timely customer focussed services. Provides financial transaction and administrative support to the business area as required.

About us

Our department (DPIRD) leads sustainable development of WA's regions and agriculture, aquaculture, food and fisheries sectors. Our Ministerial portfolios are Agriculture and Food, Fisheries and Regional Development.

We **unlock and guide economic opportunities** for these sectors and regions, balanced with the **stewardship of our land and aquatic resources**.

In everything we do we take the approach of:

- **Protect** through stewardship of our people, land and aquatic resources.
- **Grow** our primary industries and regions through balancing social, economic and environmental drivers.
- **Innovate** through a culture of inquiry and adaptation.

We draw on our grow, protect, innovate approach to deliver priorities under three outcome areas:

1. Management and stewardship of WA's land and aquatic resources.
2. Capable and empowered communities.
3. Dynamic regions and primary industries.

Our values

Our values are critical in creating a healthy and dynamic culture that helps each and all of us to make our best contribution, to develop a workplace where we feel excited about our work and results and where other people will increasingly want to join our team. Our values underpin how we operate:

- **Working together** – We achieve better outcomes with our colleagues, stakeholders and the community by engaging with their ideas, knowledge and expertise.
- **Acting with integrity** – We foster a culture where individuals are accountable for their actions, behaviours and contributions.
- **Responding with purpose** – Our actions and reactions are intentional, well thought out and align with a specific objective or goal.
- **Embracing curiosity and creativity** – There is always space to be innovative, through curious and creative thinking.
- **Aspiring for a better future** – Our combined efforts deliver sustainable results – environmentally, socially and economically.

Key responsibilities

The key responsibilities of the role include, but are not limited to, the following:

Customer Service

- Provides a responsive effective, efficient and timely customer service.
- Receive and responds to customer verbal queries and where required refers matters to appropriate officer for resolution.
- Answers straight forward enquiries from customers on existing and changing fishing and boating legislation.
- Processes customer licensing transactions and payments, and the issuing of returns and other resources that licensed clients require and reconciles daily banking.
- Processes financial transactions that are incurred by the business area, in accordance with legislation and organisational policies and procedures.
- Maintains petty cash register, recoups, and reconciliation.
- Liaises with compliance staff and other departmental staff on related matters.

- Undertakes administrative duties that support the business area and local office; such as but not limited to maintaining office equipment and supplies, coordination of booking of shared resources, updating manuals and procedures, travel and provision of general support to regional staff.
- Supports the maintenance of databases utilised by the business area, and the appropriate storage of records generated by the business area.
- Identifies opportunities and ongoing improvement of processes, practices and protocols

Stakeholder Engagement

- Liaises with stakeholders.
- Shares knowledge and learning with team members.
- Other duties as required.

Work related requirements

In the context of the role:

Essential criteria

Role specific

1. Customer service experience including the provision of administrative support.

Core capabilities

2. *Build effective relationships*: Demonstrated ability to communicate effectively and succinctly with a diverse range of people at all levels using verbal, written and interpersonal skills.
3. *Challenge for innovation*: Ability to suggest solutions for business improvements.
4. *Think strategically*: Willingness to use initiative and problem solving in seeing set tasks through to completion.
5. *Deliver in a changing environment*: Demonstrated time management skills including the ability to prioritise work and meet deadlines within agreed timeframes.
6. *Lead and empower others*: Demonstrated ability to work as an effective team member.

Desirable criteria

Nil

Special requirements/equipment

- An acceptable National Police Certificate (police clearance) is required (if not currently held, must be acquired prior to commencement at applicant's expense)
- Occasional travel to and from metropolitan and regional offices may be required.
- DPIRD is an Emergency Management Agency and all employees may be required to work or travel during, or outside of, normal business hours to assist with incidents and emergencies.
- The contract of employment specifies terms and conditions relating to this position.

Certification

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

Delegated authority

Position title: Deputy Director General, Fisheries and Sustainability
Endorsement Date: 21 January 2026