



Job Description Form

Customer Service Officer (Housing Services Metropolitan)

Position Details

Position Number: Generic
Classification: Level 2
Award/Agreement: Public Sector Award and Agreement
Organisational Unit: Housing Services / Metropolitan Regions
Location: Metropolitan Regional Offices
Classification Date:
Effective Date: January 2026

Reporting Relationships

This position reports to:

Various Managers

Positions under Direct Supervision:

This position has no subordinates.

Role Statement

To work as part of a team to deliver a first class customer service which aims to ensure that all eligible Western Australians have access to affordable and secure housing.

This position reports to a Manager within a Region as part of the Department - Housing Service Delivery portfolio. There is ongoing contact with staff at a range of levels and daily contact with customers face to face, by phone and in writing.

Housing Service Delivery is the Department - Housing's rental accommodation portfolio managing approximately 39,000 tenancies across the State, Government Regional Officers Housing (GROH) and Community Housing (rental housing managed by local Government or non-Government not-for-profit organisations) and bond assistance (interest-free loans to obtain accommodation in the private rental market) with close links to Aboriginal Housing services. The agency also has a strong focus on providing home ownership opportunities to public housing tenants.

Position Duties and Responsibilities

1. Service Delivery

- 1.1 Provides advice and assistance to customers on all aspects of services and products available from Housing Service Delivery.
- 1.2 Interviews customers to determine eligibility for Housing Service Delivery and assesses their need for assistance at the standard specified in agency's Customer Service Charter.
- 1.3 Counsels customers on their housing requirements and other relevant welfare services.

2. Liaison

- 2.1 Liaises with Regional Offices, other Government Departments, community support organisations, Social Workers and medical staff when determining clients' eligibility and need for Housing Service Delivery.
- 2.2 Liaises with Real Estate Agents and landlords concerning Housing Service Delivery.

3. Administrative Support

- 3.1 Prepares reports and correspondence on outcomes and discussions arising from customer contact.

4. Other

- 4.1 Promotes a high standard of Equal Opportunity, Work Health and Safety, and ethical principles/practices in all aspects of this role.
- 4.2 Performs other duties as required, which may include acting in the role of Housing and Property Services Officer.

Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with the Department's Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Department's performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

Work Health and Safety Responsibilities

All Employees (and Volunteers / Trainees / Contractors)

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

Supervisors (if applicable)

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.

Essential Work-Related Requirements (Selection Criteria)

You will need to be someone who can show us they have a proven track record for the following:

1. Takes pride in delivering outstanding service to customers every time.
2. Looks for better ways of doing things and has a “can do” approach to solving problems.
3. Works and gets on with people from all walks of life, including an awareness of cultural sensibilities, and shows respect for cultural differences/needs, in particular of Aboriginal people.
4. Can be easily understood, often in challenging circumstances, when speaking or writing to others.
5. Is flexible and ready, willing and able to take on a range of tasks and learn them quickly.
6. Possesses an ability to work within a team.

Desirable Work-Related Requirements (Selection Criteria)

1. Knowledge of the operations of the Department - Housing.

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.