



Complaints Coordinator - Level 7 (MIS22229)

Group:	Building, Energy Safety and Service Delivery	Location:	Cannington
Division/Directorate:	Building Compliance	Supervises:	6
Branch:	Dispute Resolution	Reports to:	Complaints Manager
Section:	NA		

Operational Context

The Building and Energy Division has a strong focus on safety of the Western Australian community. The Division sets and monitors the technical standards for building and plumbing services, electricity and gas networks, and consumer installations and appliances. The Division also audits, inspects and investigates complaints and breaches of legislation. It also regulates and monitors the behaviour of those who are licensed and operate in these industries.

Role Overview

The Complaints Coordinator ensures complaints about building service and home building work contractual disputes are dealt with efficiently and appropriately and meet Complaints Branch obligations under the legislation. The Complaints Coordinator contributes to the strategic direction and management of the Complaints Branch by leading a team of complaints officers in the delivery of high-quality assessments, analyses and resolution of complaints.

Building Leadership Impact as a Leader of Others

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles.

Leadership in this position is about motivating and enabling a team to deliver high-quality work that contributes to the agency. They balance their time between doing the work, and coaching, guiding and developing others.

Role Responsibilities

The following outlines the key responsibilities and duties related to this position:

- Provides strategic advice and direction to ensure priorities and operating methods align with Complaints Branch priorities.
- Assists with leading and managing the Complaints Team to meet outcomes identified in the Complaints Branch Operational Plan.
- Makes decisions under delegation of the Building Commissioner in relation to complaints lodged under the Building Services (Complaint Resolution and Administration) Act 2011.
- Assists the Complaints Manager with confidential processes.
- Coaches and mentors staff to ensure the appropriate skills and expertise are available within the team.
- Ensures the provision of quality customer focused, timely and cost effective service.
- Participates in strategic and operational planning to develop Complaints Branch objectives to enable delivery of Departmental outcomes.
- Ensures organisational aims and objectives in relation to complaint resolution activities are achieved in accordance with the Branch Operational Plan and the Department's Strategic Plan, while complying with relevant legislation and Public Sector policies and standards.
- Represents the Department on committees and working groups where required.
- Liaising and consulting with internal and external stakeholders to represent the Complaints Branch and build and maintain collaborative working relationships to achieve expected outcomes on contentious or priority matters.
- Prepares and reviews written reports, briefings and other material for submission to senior management or the Building Commissioner's delegate, or the State Administrative Tribunal.
- Manages process and service improvements, efficiencies and integration within the Complaints Branch.
- Contributes to the development and implementation of corporate policies and procedures including the achievement of Equal Employment Opportunity and Diversity Outcomes.
- Identifies and implements innovative HR initiatives to contribute towards the efficiency and effectiveness of the team.

Corporate Responsibilities

The following outlines departmental responsibilities:

- Acts ethically and supports others to do the same, in line with the departments Values and the Code of Conduct.
- Takes reasonable care to protect your own safety, health and wellbeing at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all applicable work health and safety laws.
- Performs other duties as directed.

Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- Demonstrated substantial practical experience in, and knowledge of, the resolution of complaints and interpreting and applying legislation in a regulatory environment.
- Demonstrated ability to analyse issues and risks, conceptualise impacts, and develop practical solutions to complex problems with minimal supervision.
- Demonstrated strong interpersonal, oral and written communication skills, with the ability to write clear and well-structured reports and briefings on complex matters.
- Excellent organisational and planning skills.

Expected Leadership Behaviours

While it is expected that the occupant will demonstrate all leadership behaviours of a [Leader of Others - People](#), the following outlines those that are required to undertake this role:

- **Lead Adaptively** - You lead others through changes with strength and understanding, and support those who are challenged by change.
- **Embody The Spirit of Public Service** - You embody the spirit of public service by displaying empathy and compassion, integrity and humility.
- **Build Capability** - You understand your role as a leader in fostering a healthy workplace across your team or work area that aligns with creating a positive culture in the sector.
- **Deliver on High Leverage Areas** - You continually improve all aspects of your work area, keeping an open mind to explore innovative alternatives.
- **Dynamically Sense The Environment** - You approach crucial conversations with consideration and confidence, and discuss issues and problems thoughtfully.
- **Think Through Complexity** - You approach problems with curiosity, seek to understand and identify the root causes of problems and initiate solutions with confidence.
- **Lead Collectively** - You work proactively to create shared thinking and understanding across your team.

This position reports to:

Complaints Manager

Position No: 00023896

Classification: L8

Positions reporting to this Role:

Complaints Assistant - (00000052)

L2

Assistant Complaints Officer - (00000164)

L3

Complaints Officer - (MIS24275)

L4

Senior Complaints Officer - (GRS25016)

L5

Team Leader Complaints - (00000034)

L6

Team Leader Complaints - (MIS24267)

L6

Position Conditions:

The following outlines pre-employment assessments and ongoing conditions and requirements:

- The holder of this position exercises delegated statutory powers
- High integrity required for conflicts of interest
- Nationally Coordinated Criminal History Check
- Current Western Australian C or C-A class drivers licence or equivalent

Approved Date

16-FEB-2026

www.lgirs.wa.gov.au