



Conciliation Officer - Level 2 (00017374)

Group:	Consumer Protection and Legal Services	Location:	Perth - 140 William St
Division/Directorate:	Conciliation and Services	Supervises:	0
Branch:	Conciliation and Trader Intervention	Reports to:	Conciliation Coordinator
Section:	NA		

Operational Context

Consumer Protection is responsible for promoting fair trading and consumer protection in Western Australia. Conciliation and Trader Intervention is responsible for undertaking activities to help businesses and consumers resolve disputes, and to remedy improper practices that impact consumers.

Role Overview

Under supervision this position receives, triages and handles simple disputes which arise between parties on matters relating to the rights and obligations of parties under relevant consumer protection laws. Provides advice and negotiates to facilitate early resolution.

Building Leadership Impact as a Personal Leader

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 the work of individuals who make a direct and immediate difference to the agency, with personal accountability for delivering excellence.

Role Responsibilities

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

- Assesses simple disputes and deals with routine matters relating to rights and obligations of parties.
- Reads, understands and seeks advice on how relevant legislation might apply to the circumstances.
- Provides informed, accurate and impartial advice on rights and responsibilities.
- Works with both parties to negotiate the resolution of disputes, attempting to reach an outcome that is fair, equitable and acceptable to both parties.
- Communicates with both parties about the outcome of the complaint and refers matters which cannot be resolved for further action.
- Provides support to the team as required.
- Provides quality customer service to customers using a range of communication mediums.
- Enters and maintains accurate electronic and hard copy records.
- Under direction, assists with research and gathers information to support the activities of the Branch.

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 ability to build rapport with customers identifying straightforward issues and resolving simple complaints.
- Demonstrated ability to understand and apply relevant legislation and policies to straightforward matters.
- Demonstrated ability, under supervision, to undertake simple research, interpret and apply information.
- Demonstrated ability to listen effectively and develop basic solutions to resolve simple matters.
- Experience in the use of standard business software such as Microsoft Office and a capacity to update and maintain the Department's database records.

Expected Leadership Behaviours

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

- **Lead Collectively** - You understand your agency's objectives and can express how your work relates and contributes to achieving operational excellence for your agency.
- **Think Through Complexity** - You use information and analysis to initiate problem resolution and seek guidance as necessary.
- **Dynamically Sense The Environment** - You adapt your communications style and language depending on your target audience, negotiating confidently and respectfully.
- **Deliver on High Leverage Areas** - You take responsibility for managing your work to achieve results, keeping others informed of your progress.
- **Build Capability** - You are approachable and receptive to all members of your team.
- **Embody The Spirit of Public Service** - You show empathy and compassion, integrity and humility.
- **Lead Adaptively** - You are continually learning and adjusting your approach to be effective in the changing work environment.

This position reports to:

Conciliation Coordinator

Position No: MIS23141

Classification: L5

Positions reporting to this Role:

This position has no direct reports

Position Conditions:

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

- The holder of this position exercises delegated statutory powers
- Nationally Coordinated Criminal History Check

Approved Date

19-MAR-2026

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