



Customer Service Officer

POSITION DESCRIPTION FORM

Region / Portfolio:

Regional Western Australia
Metropolitan Region

Directorate / Command / District / Division:

Various

Work Unit:

Police Station

Position Description Number:

Generic 31

Rank / Level / Band:

Level 2

Employment Conditions

Industrial Agreement/Award: Current PSA PSCSAA and Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Monday – Sunday (Extended Day Work): May be required to work outside normal operating hours

Shift work: As per relevant industrial agreement

Location: Various

Position Objective

Contributes to the effective and efficient operation of the sub-district Police Station by undertaking a broad range of customer service duties and providing administrative support.

Role of Work Unit

The Western Australia Police Force (WA Police Force) is the State's principal law enforcement agency, responsible for the largest police jurisdiction in the world and services a growing population. The WA Police Force provides services to the community in maintaining public order; the protection of life and property; the prevention, detection and prosecution of crime; and the rendering of assistance to those in need.

This position is found in a number of work units across the Agency.

Reporting Relationships

This position reports to:

- Officer in Charge, Inspector or Senior Sergeant or Sergeant or Senior Constable

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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Key Accountabilities

1 Customer Service (60%-95%)

- 1.1 Provides a front-line quality customer service to clients who attend or contact the police station, on an extensive range of policing matters, to the satisfaction of the customer, police policy and procedure and according to the direction of the Officer in Charge.
- 1.2 Handles and resolves sensitive, complex and demanding customer issues in a timely and efficient manner.
- 1.3 Oversees the activities of other counter/customer service officers and provides assistance in handling the more difficult matters or customers.
- 1.4 Establishes customer needs, provides follow-up information and/or documentation and assists customers to complete forms.
- 1.5 Accesses the WA Police Force computer systems to provide information to customers and police officers.
- 1.6 Obtains required information from customers to accurately complete offence and crash reports and enters information on relevant systems.
- 1.7 Completes and processes relevant documentation e.g. police clearance forms, offence and crash reports, property related matters, bail reporting of attendance and other forms as required.
- 1.8 Processes permissible categories of firearm applications and licences as delegated by the Officer in Charge.
- 1.9 Receives and banks monies and provides receipts for payment.

2 Administrative Support (0%-35%)

- 2.1 Provides a financial analysis role by providing advice and recommendations regarding preparation of the budget and financial plans for the police station.
- 2.2 Undertakes research on matters directed by the Officer in Charge.
- 2.3 Provides training, guidance and mentoring to other less experienced customer service officers.
- 2.4 Prepares accounts for payment and maintains records of expenditure incurred.
- 2.5 Compiles weekly, monthly, quarterly and yearly statistical returns.
- 2.6 Operates and conveys information on police radio.
- 2.7 Advises the Officer in Charge and/or other officers of any relevant issues arising during the course of duty.
- 2.8 Maintains office equipment and arranges repairs and/or replacement.
- 2.9 Monitors stationery and stores and orders supplies.
- 2.10 Prepares and dispatches standard memos and correspondence.
- 2.11 Provides support to police station personnel by attending to typing/word processing and other general administrative tasks.
- 2.12 Assists with the administrative arrangements for local police/community projects, activities and initiatives.
- 2.13 Presents evidence to the Court of Petty Sessions.
- 2.14 Attends to filing and the movement of files on the Electronic Document Records Management System (EDRMS) know as Objective.
- 2.15 Assists with the training of station staff in routine work procedures.
- 2.16 Assists with security administration issues such as identification cards for visitors, proximity cards, escorts, monitoring computer security systems and ensuring mail is scanned for potential hazards, where required.

3 Other (5%)

- 3.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 3.2 Demonstrates and advocates a high level of ethics and integrity in accordance with the Agency's professional standards and Code of Conduct including reporting wrongdoing.
- 3.3 Undertakes other duties as directed.

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Work Related Requirements

Essential

Context in which work related requirements will be applied and or general standard expected.

Customer service skills

Demonstrating commitment to the provision of a quality service to all customers. Interacting with customers ensuring the provision of an efficient and effective customer service.

Communication skills

Extracting/conveying information to customers. Operating police radio. Completing and assisting customers to complete forms. Preparing correspondence. Listening to customers, understanding requests and resolving issues to finality. Being self-motivated. Attending to difficult situations and being able to diffuse those situations. Showing tact, courtesy, friendliness and diplomacy when dealing with difficult customers. Having maturity of outlook. Understanding local cultural issues.

Organisational skills

Attending to more than one customer or activity at any one time. Prioritising work.

Problem solving skills

Evaluating information and providing advice, recommendations and solutions on financial and other matters.

Teamwork skills

Working in a team environment with other personnel and supporting their needs.

Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

Leadership Context

We believe all our people are leaders irrespective of their role. We consider this as critical to our success and, to support this, we have adopted [Leadership Expectations](#) which provides a common understanding of the mindsets and expected behaviours required of all our employees and the public sector.

The leadership context for this role is [Personal Leadership](#).

Certification

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

Position Title and Work Unit	Name	Date
Senior Organisational Design Consultant Organisational Design & Analysis	Julie Ismail	13/05/2024 BLI
Executive Manager, Organisational Design & Analysis	Dianne Hopkinson	01/09/2022

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CUSTOMER SERVICE POSITIONS IN POLICE STATIONS **INFORMATION FOR OFFICERS IN CHARGE**

- **RISK MANAGEMENT (DUTY OF CARE)**

The Western Australia Police Force has a duty of care to ensure the safety of all its employees at all times.

Many Customer Service Officers have expressed concern over their safety while working at police stations. This has usually occurred where officers have been left alone in police stations.

To ensure that the safety of Customer Service Officers is not compromised, Officers in Charge should assess the immediate risk and take appropriate action. This should be done on each and every occasion when Customer Service Officers are to be left on their own.

In assessing the risk, the Officer in Charge may take any of the following courses of action:

1. Leave the station open.
(In normal circumstances Customer Service Officers should continue to provide front counter services. However, if the doors are not closed but later the Customer Service Officer feels insecure, intimidated or threatened, the station should be closed and the Police Operations Centre (POC) informed for metropolitan stations and the District Office informed for country stations. The POC or District Office should then arrange for a police officer to return to the station.)
2. Close the police station to the public and have Customer Service Officer remain.
(Although not attending to the front counter, Customer Service Officers would continue to answer telephone enquiries, monitor police radios, etc).
3. Close the police station and direct Customer Service Officer to vacate the premises.
(This would only occur in exceptional circumstances).

- **OTHER DUTIES AS DIRECTED**

The term "Undertakes other duties as directed" on PD's is intended to allow Officers in Charge the opportunity to request tasks not specifically mentioned to be performed, however, these tasks are still within the realm of the position's classification. This clause is intended for occasional use and as indicated on the PD should constitute no more than 5% of the total duties of the position.

If duties requested by Officers in Charge under this clause begin to form a significant and regular part of the Customer Service Officer responsibilities, then it is recommended that the position be reviewed as it may not be appropriate for the duties to be carried out by the officer.

Should you require assistance with this issue please contact the Organisation Design and Analysis on (08) 92295797.