



Customer Service Operator

POSITION DESCRIPTION FORM

Region / Portfolio:

State Intelligence and Command

Directorate / Command / District / Division:

State Communications

Work Unit:

Police Assistance Centre

Position Description Number:

Generic 88

Level:

Level 3

Employment Conditions

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

Work Pattern: Shift work: As per relevant industrial agreement

May be required to work additional hours outside rostered shifts to meet operational requirements.

Location: Primary location (Midland) however, subject to operational requirements, may be required to work from an alternate backup facility (Metropolitan area).

Position Objective

Contributes to the provision of an efficient and effective law enforcement customer service by responding to telephone calls from the community, including calls to 131444 and other general customer service lines; 000, security monitoring centres and other urgent lines; Crime Stoppers; police stations and requests for assistance from St John Ambulance and the Department of Fire and Emergency Services (DFES). Assigns tasks to the most appropriate police resource. Supports the State Communications Division's intelligence strategy to; Identify - Locate – Associate (ILA), by the submission of quality incident and information reports.

Role of Work Unit

The Police Assistance Centre (PAC) operates 24 hours a day seven days a week, answering 131444 and 000 calls from members of the public and are the first point of contact for members of the public who require police assistance either for inquiries, reporting offences or requesting police attendance.

Reporting Relationships

This position reports to:

- Team Leader, Level 4

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 Receives all emergency (000) and non-emergency telephone calls from callers typically experiencing high levels of stress and emotion and assesses the required response by utilising effective verbal fact finding and referring to the agency Knowledge Base (KB).
- 1.2 Works autonomously in asking sufficient questions and utilising the KB to determine the correct priority of an incident and whether police attendance is required.
- 1.3 Handles sensitive and complex situations involving callers with drug related, domestic violence, abuse or mental health issues and where required keeps them on the line as long as possible to ascertain their location and direct appropriate assistance to the situation.
- 1.4 Initiates a Computer-Aided Dispatch (CAD) incident where an immediate police response is required, makes decisions regarding the appropriate incident type and priority level based on the KB and business rules and forwards for dispatching.
- 1.5 Identifies any circumstances with the known information that may pose potential safety risks for attending officers.
- 1.6 Minimises complaints and meets public expectations to establish and maintain a positive rapport with callers through a professional demeanour and approach, whilst at all times having regard for people who may be under duress or in a distressed condition or who have cultural or linguistic challenges.
- 1.7 Provides life support advice to callers in emergency situations while awaiting contact with the appropriate emergency service organisation to be established.
- 1.8 Advises the team leader when high-risk incidents are reported to ensure an appropriate response is provided, including those involving other agencies.
- 1.9 Completes incident reports and information reports and questions callers to obtain necessary information to accurately complete reports in the first instance, as directed by the KB.
- 1.10 Conducts follow-up inquiries or support required in relation to calls received and updates/amends CAD incidents as necessary.
- 1.11 Receives communications from priority areas using dedicated in-dial services including the Perth and Jandakot Airports, the Department of Corrective Services, Media Services and the State Emergency Services.

2 Information Support (0-40%)

- 2.1 Enters information from incident reports transmitted by officers on the front-line or members of the public into various Western Australia Police Force recording systems including the Incident Management System (IMS).
- 2.2 Ensures the collection and assessment of information is of value and relevant to the agency's ILA Strategy.
- 2.3 Ensures data is updated completely, accurately and in a timely and efficient manner.
- 2.4 Identifies anomalies on completed forms and initiates corrective action.
- 2.5 Identifies and initiates updates to the KB.
- 2.6 Assists with the induction of new staff by providing training in the use of relevant systems.
- 2.7 Provides evidence in court as 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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Specialist Prerequisite(s)

It is a requirement of this position that the recommended applicants undertake a psychological assessment to determine their suitability, and as an incumbent, agree to undergo periodical psychological assessments, as required.

Work Related Requirements

Essential

Communication and interpersonal skills

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

Conversing and engaging effectively often in emergency, stressful and difficult situations. Demonstrating effective powers of concentration. Conveying factual information. Recording information provided verbally with high accuracy. Remaining professional and calm under pressure. Being highly adaptable.

Ability to understand and interpret legislation, policies and standard operating procedures

Comprehending Knowledge Base, Police Manuals and current legislation.

Ability to contribute in a team environment

Behaving professionally and working effectively with other staff. Contributing to the operations of the team. Working in a call centre environment.

Problem solving skills

Undertaking verbal fact-finding. Assessing issues over the telephone. Making decisions and judgements across a diverse range of situations and at times under pressure.

Organisational skills

Assessing and facilitating tasking priority situations promptly and accurately.

Computer skills

Demonstrating proficiency in accessing and updating information systems and retrieving data.

Desirable

Knowledge of the operations of a call centre environment

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
Organisational Design Consultant, Organisational Design & Analysis	Sonia Comerford	29/08/2024
Divisional Officer, State Communications	Superintendent Jason Longhorn	29/08/2024