



## Customer Contact Officer - Level 2 (00000174)

<b>Group:</b>	Building, Energy Safety and Service Delivery	<b>Location:</b>	Cannington
<b>Division/Directorate:</b>	Customer Information	<b>Supervises:</b>	0
<b>Branch:</b>	Customer Information	<b>Reports to:</b>	Team Leader
<b>Section:</b>	Contact Centres		

### Operational Context

Within the Service Delivery Division, the Customer Information Directorate is responsible for providing frontline customer centric service and information that is outward-facing, streamlined and responsive to meet the needs of the Department customers. The Customer Information Directorate is responsible for ensuring the Department is customer focused and engages effectively with the community, businesses and stakeholders.

### Role Overview

This position works as part of a team in the Contact Centre and is often the first point of contact by which individuals and businesses seek advice and assistance. This role is vital to the Customer Information Directorate, helping deliver information and advice to customers who contact the department by telephone, email and in person. To support and encourage a customer service culture the Customer Contact Officer delivers outstanding customer service and displays a high level of professionalism.

### 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:

- Provide excellent customer service.
- Identify and assess individual circumstances and provide relevant information.
- Deliver consistent, accurate and timely information in a demanding environment.
- Accurately record and source information using technology and software applications.
- Participate actively in team discussions, coaching and training sessions and support the development of ongoing improvement processes.
- Work within, and apply, a wide range of legislation, policy and guidelines to ensure appropriate standards are met.

### 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:

- Proven ability to identify and find solutions to meet customer needs.
- Experienced in using websites, computers and knowledge bases to locate and retrieve information.
- Demonstrated ability to work within given time-frames.
- Experienced in interpreting and applying policies, guidelines and/or legislation.

### 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 Adaptively** - You regularly seek feedback on your performance and practices from your manager and peers, and respond appropriately.
- **Embody The Spirit of Public Service** - You complete your work practices in accordance with the policies and procedures of your work area, seeking clarification and guidance as necessary.
- **Build Capability** - You recognise your role in and contribution to creating a healthy culture in your team environment.
- **Deliver on High Leverage Areas** - Under the supervision of your manager, you work to meet specified timelines and priorities, completing your work to a high standard.
- **Dynamically Sense The Environment** - You adjust priorities and pace with guidance when necessary to ensure you contribute to delivering value for your team.
- **Think Through Complexity** - You are accountable and take responsibility for your decisions and actions.
- **Lead Collectively** - You complete your work to a high standard and ensure information is accurate.

### This position reports to:

Team Leader

Position No: 00016410

Classification: L4

### Positions reporting to this Role:

This position has no direct reports

### Position Conditions:

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

- Nationally Coordinated Criminal History Check

**Approved Date**

24-APR-2026

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