



# Customer Complaints and Resolution Officer

<b>Branch:</b>	Towing Governance and Regulation
<b>Directorate:</b>	Driver and Vehicle Services
<b>Position Number:</b>	00027186
<b>Classification:</b>	Level 3
<b>Physical Location:</b>	Innaloo
<b>Award/Agreement:</b>	Public Service Award & Public Sector CSA Agreement 2024

## Our purpose: Empowering a thriving community

The Department of Transport and Major Infrastructure (DTMI) together with Main Roads WA and the Public Transport Authority forms the Transport Portfolio. DTMI seeks to connect people and places to keep Western Australia moving towards a safer, healthier, and more sustainable future.

Join us and work in a role where you can bring your best self to work and leave work having been seen and heard, and able to contribute meaningfully to the communities throughout Western Australia. DTMI promotes a diverse workforce and embraces a high standard of equal opportunity, health and safety, and ethical practice. DTMI is a values-based organisation committed to empowering a thriving community.



Working **together**,  
we get things done.



Looking after **ourselves**  
and supporting **others**.



Always open to  
**possibilities**.



Taking ownership,  
we **deliver**.

## Overview of the directorate

Driver and Vehicle Services (DVS) is responsible for administering driver and vehicle licensing under WA's 'road law', as defined in the Road Traffic (Administration) Act 2008 and identity under the WA Photo Card Act 2014. It also delivers the following industry regulation:

1. Passenger transport industry under the Transport (Road Passenger Services) Act 2018;
2. Driving instructors under the Motor Vehicle Drivers Instructors Act 1963; and
3. Crash towing industry under the Towing Services Act 2024.

DVS has one of the greatest number of interactions with the public of any State Government Agency. Managing licensing functions for over 2 million WA registered drivers, over 3 million WA registered vehicles and approximately 9 million financial transactions per annum and delivers services for other agencies under formal agreements.

The DVS mission is Safe drivers, Safe Vehicles, Secure Identities, and Quality Service.

## Overall purpose of the role

- The Customer Complaints and Resolution Officer provides a high-quality information service to the Business Unit's customers in keeping with modern business practices and the Department's Customer Service Charter.
- Attend to elevated or contentious customer enquiries and transactions related to towing governance and regulation, where first point of contact resolution has not been achieved.

## Work description

Respond to and manage complex and escalated call and off phone enquiries in a timely, professional and efficient manner, in accordance with relevant Legislation and Department procedures, and escalates where required.

Applies, interprets and relays in a customer-oriented language, Acts and regulations, policies and procedures, including those imposed under the jurisdiction of other government agencies (e.g., WA Police, Fines Enforcement Registry).

Advises clients of new and existing initiatives associated with the Department and its stakeholders (e.g. road safety initiatives, changes to road rules and legislation changes).

Investigates and resolves technical, complex, contentious and sensitive queries and complaints regarding the tow truck industry.

Undertakes analysis of data, trends and issues and compiles reports on any recommendations for improvement to services, processes and targeted customer service and regulatory compliance objectives.

Makes recommendations on towing governance and regulation enhancements and improvements to policy instructions and programs through the analysis of data and transaction types.

Assists the Manager Towing Governance and Regulation by researching and preparing correspondence including draft Ministerial responses, briefing notes, response to customer complaints, on contentious and regulatory issues.

Maintains data and statistics relating to compliance outcomes including customer and industry interaction.

Ensures compliance with equal opportunity and occupational health and safety principals, practices and legislation.

Maintains effective liaison with internal and external key stakeholders.

Undertakes other similar duties across the Governance and Intelligence Directorate as directed.

## Work related requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

### Criteria

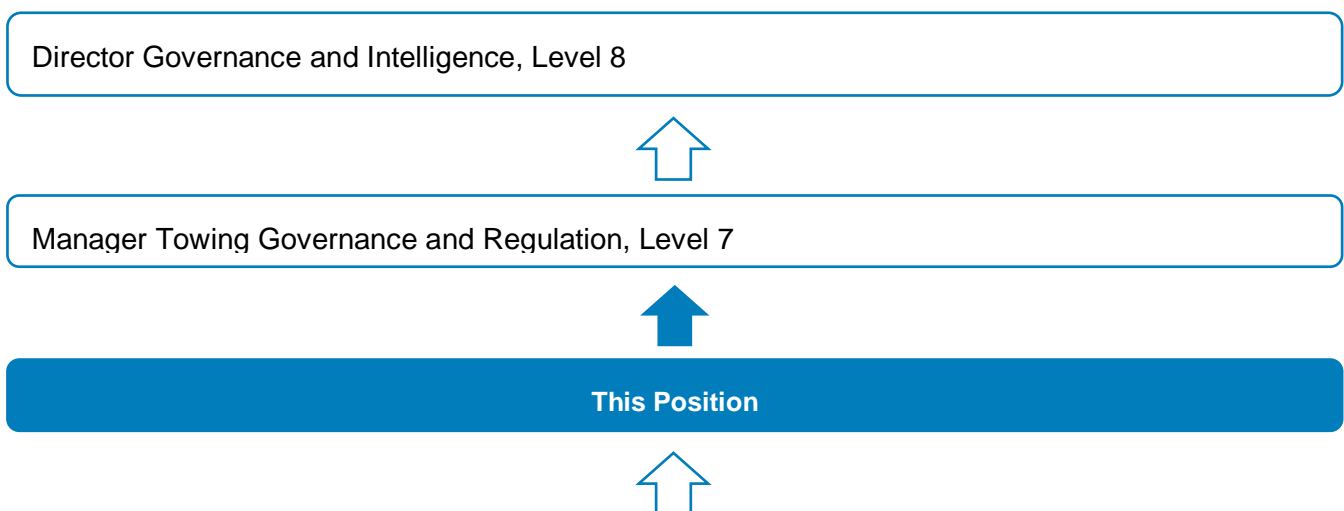
#### ESSENTIAL:

1. Considerable experience providing quality customer service in a high volume, client focused environment, with the ability to interpret and apply and advise on relevant acts, regulations, policies, procedures and systems accurately and appropriately.
2. Highly developed organisational skills including the ability to prioritise workloads and meet deadlines.
3. Highly developed resilience, interpersonal, conflict resolution and negotiation skills including the ability to communicate effectively with customers, staff and management.
4. Well-developed written communication skills with the ability to prepare reports, recommendations and correspondence.
5. Highly developed research, analytical, problem-solving skills and the ability to make decisions.

#### DESIRABLE:

Nil

### Reporting relationships



Nil

## Allowances/Special conditions

1. A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position.

## Certification

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

**Chief People Officer**

**People and Culture**