



# Client Support Officer

<b>Branch:</b>	Driver Services
<b>Directorate:</b>	Driver and Vehicle Services
<b>Position Number:</b>	00014278
<b>Classification:</b>	Level 2
<b>Physical Location:</b>	Innaloo
<b>Award/Agreement:</b>	Public Service Award & Public Sector CSA Agreement 2024 & 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.



**COLLABORATION**

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



**WELLBEING**

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



**ADAPTABILITY**

Always open to **possibilities**.



**ACCOUNTABILITY**

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 Client Support Officer processes a variety of applications and transactions for internal and external clients, including the general public of Western Australia; in accordance with the appropriate delegations, legislation and departmental policies and procedures.

## Work Description

### SERVICE DELIVERY

- Responds to a variety of enquiries received across multiple workflows from a wide range of internal and external clients.
- Accurate, timely and appropriate processing of data to achieve key performance indicators and meet customer needs.
- Maintain a high level of service delivery, meeting client demands and dealing with complex, contentious and sensitive enquiries.
- Applies and relays, in customer oriented language, information and decisions based on acts and regulations, policies and procedures
- Verifies documents that are presented, to ensure compliance for authorisations
- Prepares written correspondence in order to respond to customer enquiries through multiple service channels.

### STRATEGIC BRANCH SUPPORT

- Contribute positively within a team environment, demonstrating behaviours which align with the Department's goals and values.
- Proactively share skills, knowledge and experience to support and develop colleagues and team.
- Identifies improvements to processes, procedures and systems, including making recommendations on newly identified initiatives to the leadership group, and other key stakeholders.

### INFORMATION INTEGRITY

- Maintain current knowledge of and compliance with legislative and departmental policies and procedures.
- Creates, updates, maintains and makes key changes to customer records in the licensing database in accordance with Departmental policies, procedures and guidelines including the State Records Act.
- Complies with the requirements of the Privacy Act, Freedom of Information Act, and the Department's security policies and procedures to ensure that data integrity and confidentiality requirements are upheld.

### OTHER

- Contributes positively within a team environment and demonstrates behaviour that enables the achievement of departmental goals, in addition to embracing the Department's values and working towards the Department vision.
- Applies equal opportunity and diversity, occupational health and safety and ethical principles and practices in all aspects of the role.
- Performs other duties as directed.

Choose an item.

## 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. Experience providing a quality customer service in a high volume, client focused environment.
2. Effective verbal and written communications skills, with the ability to respond and deal with complex client needs
3. Good organizational skills, including the ability to priorities work, meet deadlines, process and maintain data accurately.
4. Effective analytical and problem solving skills.
5. The ability to work effectively in a team environment and contribute positively to the achievement of team goals.
6. The ability to interpret and apply legislation, delegations, policies and procedures and advise clients accordingly.
7. Good computer literacy skills with ability to use Office Suites (e.g. Microsoft) and database applications.

#### Desirable:

Nil

Choose an item.

## Reporting Relationships

Manager Driver Services, Level 7



Team Leader, Level 5



**This Position**



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**