



# JOB DESCRIPTION FORM

<b>JOB TITLE:</b> Customer Relations Officer	<b>POSITION NUMBER:</b> 13287	<b>CLASSIFICATION:</b> Level 2
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<b>AWARD</b> PSA 1992 / PSGOGA	<b>EMPLOYMENT TYPE</b> Permanent, Part - Time (0.6 FTE)	
<b>DIRECTORATE</b> Finance and Business Development	<b>TEAM</b> Customer Relations	

<b>POSITION REPORTS TO</b> Customer Relationship Management Coordinator	<b>POSITIONS REPORTING TO THIS POSITION</b> Nil.
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**PURPOSE OF POSITION**

To provide high level customer service to members of the public through a dedicated information, ticketing and booking service.

To align the Customer Relationship Management system (CRM) with front line customer service provided to members of the public. This will assist Museum executive and staff to use the CRM to retrieve data that is highly critical to business operations and to take advantage of new business opportunities.

**CONTEXT**

The Western Australian Museum is positioning itself through scientific and academic excellence, public programs and relevant exhibitions to keep pace with the rapidly changing face of Western Australia. The Museum has made a major contribution to the collection, conservation and research of the State's natural and social history, maritime heritage and the cultural heritage of Indigenous communities in Western Australia.

The Western Australian Museum is part of the Culture and Arts Portfolio, brought together by the Department of Culture and the Arts (DCA). DCA is the State Government agency responsible for the Government's support of management and development of arts and culture in Western Australia.





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<p><b>STATEMENT OF DUTIES</b></p> <ol style="list-style-type: none"> <li>1. Provide an information, ticketing and booking service to members of the public.</li> <li>2. Maintain customer information within a specialised Customer Relationship Management database.</li> <li>3. Process credit card and Eftpos payments in compliance with audit standards.</li> <li>4. Respond to customer comments and complaints and take appropriate remedial action.</li> <li>5. Other duties as required with respect to the skills, knowledge and abilities of the employee.</li> </ol>	<p><b>Compliance and Legislative Knowledge</b></p> <ul style="list-style-type: none"> <li>▪ Comply with Culture and Arts Portfolio Code of Conduct, policies and procedures and relevant appropriate legislation.</li> <li>▪ Meet Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.</li> </ul>
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**REGISTERED**  
DEPARTMENT OF CULTURE AND THE ARTS

INITIALS MS DATE 27/5/15







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<p><b>WORK RELATED REQUIREMENTS (SELECTION CRITERIA)</b></p> <p><b>Essential</b></p> <ol style="list-style-type: none"> <li>Experience in providing general office administrative support with ability to organise and prioritise tasks effectively.</li> <li>Ability to use computers and a range of application software packages, particularly databases, spreadsheets and word processing.</li> <li>Excellent written and verbal communication skills with ability to confidently present messages in a clear and articulate manner.</li> <li>Excellent interpersonal skills and ability to work in a team environment.</li> <li>Through an understanding of the principles of equal opportunity and diversity, and occupational health and safety, ability to participate in a work environment that encourages mutual understanding and respect of all employees and clients, and comply with safe working practices.</li> </ol> <p><b>Desirable</b></p> <ol style="list-style-type: none"> <li>Knowledge of government structures and processes.</li> <li>Experience with Customer Relationship Management software.</li> <li>Experience with Point of Sale systems to take Eftpos and credit card payments.</li> </ol>	<p><b>KEY RELATIONSHIPS / INTERACTIONS</b></p> <ol style="list-style-type: none"> <li>Customer Relationship Management Coordinator</li> <li>Director, Finance &amp; Business Development</li> <li>General Museum staff</li> <li>Members of the public</li> </ol> <p><b>KEY CHALLENGES</b></p> <ol style="list-style-type: none"> <li>To provide high level customer service to members of the public through a dedicated information, ticketing and booking service.</li> <li>To align the Customer Relationship Management system (CRM) with front line customer service provided to members of the public. This will assist Museum executive and staff to use the CRM to retrieve data that is highly critical to business operations and to take advantage of new business opportunities.</li> </ol>
	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <p><b>REGISTERED</b> DEPARTMENT OF CULTURE AND THE ARTS</p> <p>INITIALS: <i>[Signature]</i> DATE: 2/3/15</p> </div>
	<p><b>SPECIAL CONDITIONS</b></p> <p>Nil</p> <p><b>LOCATION</b></p> <p>WA Museum – Administration -Wellington Building, 150 William Street, Perth</p>

**Manager Signature:** ..... **Date:** ...../...../.....

**Employee Signature:** ..... **Date:** ...../...../.....

