

# JOB ROLE STATEMENT

## CUSTOMER SERVICES OFFICER LEVEL 3

DIRECTORATE REGIONAL SERVICES  
BRANCH GOLDFIELDS ESPERANCE POSITION NO P0062827

### KEY RESPONSIBILITIES

Maintain initiatives and programs for effective and efficient customer services in the Region.

### KEY DELIVERIES

#### Customer Services

- Maintain initiatives and programs for effective and efficient customer services in the Region.
- Provide customer service, including the timely resolution of customer enquiries and concerns and assist with Ministerial correspondence/enquiries.
- Provide timely and responsive and accurate information to customers during an incident.
- Assist an approved Incident Manager in the event of a major incident.
- Initiate, distribute and collect customer surveys.
- Undertake the interpretation and application of customer feedback to improve customer services.
- Assist the Manager in defining traveller information services and education needs.
- Contribute to the development and dissemination of public information with regards to community services.
- Assist in the development, maintenance improvement and integration of customer service initiatives, processes and systems.

#### Communication, Media Liaison & Public Relations

- Provide effective and consistent community communications across the Region, including the maintenance of project progress details on the Region's webpage and other external communications.
- Maintain currency of the Region webpage including the road condition reporting system and incident management status and advice.
- Maintain collaborative networks and ongoing good relations with media organisations to promote awareness within the community of relevant projects and Main Roads activities.

#### Traffic Management and Road Safety

- Contribute to the review and improvement of the Region's Incident Management Plan.
- Assist with the processing of new traffic infrastructure installation and maintenance requests.
- Assist the Manager with responses to customer enquiries and regional reporting requirements.
- Maintain regional databases with information on road closures and animal collisions, etc.

#### Stakeholder Relationships

- Liaise and provide advice to customers and agencies including local agencies, the general community, community groups, media and Local Government.
- Participate on the Local Government Regional Road Group program and assist with financial management aspects of the program, where required.
- Liaise with the Customer Information Centre (CIC) and other stakeholders (internal and external) and customer service groups.
- Contribute to the development of the Stakeholder Relationship Plan and maintain stakeholder database.

### OCCUPATIONAL SAFETY, HEALTH AND WELLBEING (OSH&W)

Responsible for active participation and performance to OSH&W standards as detailed by the Main Roads' Safety, Health and Wellbeing (SH&W) Management System - refer to "SH&W Responsibility and Accountability Procedure" on 'iRoads' intranet.

### LOCATION

Main Roads is a regionalised organisation with key delivery centres operating from the Kimberley to the Great Southern regions, including the metropolitan area. The incumbent of this position may be required to undertake a role in a region for a period of time.

### DYNAMIC RESOURCING

The incumbent of the position may be required to perform any other role within the incumbent's level of skill, competence and responsibility as directed by the Managing Director of Main Roads to meet the organisation's objectives and the incumbent's development.

### REPORTING RELATIONSHIPS

This position reports to: \_\_\_\_\_

(A) TITLE AND LEVEL  
NETWORK OPERATIONS MANAGER

LEVEL 5

POSITION NO  
P0061810

# CUSTOMER SERVICES OFFICER LEVEL 3

## POSITIONS UNDER DIRECT SUPERVISION

## ALL POSITIONS UNDER CONTROL

List the position numbers, titles and levels of positions directly supervised

State number of positions only

TITLE and LEVEL	POSITION No	CATEGORY	NUMBER
		Salaried, Wages	
<b>TOTAL</b>			_____
<b>TOTAL</b>			_____

## SELECTION CRITERIA

### ESSENTIAL:

- Skill, knowledge and experience in:
  - provision of customer focused service
  - building and enhancing stakeholder and customer relationships
  - working with the media and public groups
  - research, analysis and problem solving
  - written communication, including all forms of correspondence
  - use of PC's including Microsoft Office applications such as Word, Excel. Outlook, etc
- Knowledge of:
  - traffic and road safety issues
  - policies and practices on Occupational Safety and Health, and on EEO, diversity and equity
- Possession of a Western Australian 'C' Class (car) motor vehicle drivers licence or an approved equivalent.

### DESIRABLE:

- A Certificate in Business.

## CERTIFICATION

1. The details contained in this Job Role Statement have been reviewed and conform to Main Roads guidelines.

SIGNATURE ..... DATE .....

BRANCH/SECTION HEAD

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

SIGNATURE ..... DATE .....

EXECUTIVE DIRECTOR

3. The details contained in this document have been reviewed and conform to Main Roads guidelines.

SIGNATURE ..... DATE .....

MANAGER HR BUSINESS