



## Contact Centre Consultant

<b>Branch:</b>	Customer Contact Centre
<b>Directorate:</b>	Driver and Vehicle Services
<b>Position Number:</b>	00013082
<b>Classification:</b>	Level 2
<b>Physical Location:</b>	Innaloo / Cannington
<b>Award/Agreement:</b>	Public Service Award & Public Service and Government Officers CSA General Agreement

Department of Transport's vision is to have the best integrated and intelligent transport services and solutions for the State. We provide and enable safe, accessible and efficient movement for the economic and social prosperity of Western Australia.

The Department forms part of the Transport portfolio and includes Main Roads WA and the Public Transport Authority.

### Our Values:

We welcome [Fresh Thinking](#) and finding better ways of working

We set [Clear Direction](#) and have the courage to follow through

We work together to deliver [Excellent Service](#)

We make things happen through our [Great People](#)

Department of Transport (DoT) is an equal opportunity employer and embraces diversity as we believe the best services come from a workplace in which varied viewpoints are welcomed and encouraged.

## Overview of Directorate

Driver and Vehicle Services (DVS) is responsible for administering all aspects of driver and vehicle licensing in accordance with Western Australia's 'road law' as defined in the *Road Traffic (Administration) Act 2008* and subsidiary Regulations.

DVS has one of the greatest number of interactions with the public of any State Government Agency. Managing licensing functions for over 1.8 million WA registered drivers and 2.8 million WA registered vehicles. To ensure the safety of the users and vehicles on WA's expansive road network, DVS works in partnership with other agencies to ensure that mobility on WA roads is efficient and free flowing. DVS is represented on State and National transport committees and councils to ensure that Western Australian transport policy objectives and road safety programs are facilitated and achieved utilising an effective, collaborative and consultative approach.

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



## Overall Purpose of the Role

This position provides a quality service, focused on providing positive customer service outcomes and first point of contact resolution to broad range of clients, including the general public of Western Australia, interstate clients, overseas clients and other external stakeholders, who contact the Department's Contact Centre Consultants through multiple service channels. Dealing with a broad range of enquiries, which are often complex, demanding, or of an escalated nature.

## Work Description

### 1. SERVICE DELIVERY AND CUSTOMER LIAISON

The Contact Centre Consultant responds to and manages enquiries in a timely, professional and efficient manner, in accordance with governing acts, regulations, policies and procedures, on an extensive range of licensing and non-licensing services.

This includes:

- 1.1 Applying and relaying, in customer oriented language, acts and regulations, (e.g., the Western Australia's 'road law' as defined in the Road Traffic (Administration) Act 2008, Privacy Act, Road Traffic Code), policies and procedures, including those imposed under the jurisdiction of other government agencies (e.g., WA Police, Fines Enforcement Registry).
- 1.2 Advising 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).
- 1.3 Dealing with technical, complex, contentious and sensitive queries.
- 1.4 Applying discretion in making decisions in line with legislation requirements.
- 1.5 Undertakes financial and non-financial transactions, including those of other agencies.
- 1.6 Verifies documents that are presented, to ensure compliance for renewal, transfer and variation of motor driver's and motor vehicle licences in addition to determining and assessing whether the eligibility requirements are met.
- 1.7 Processes and receipts monies received directly into the licensing database, including allocation funds to clearing accounts and reconciling daily takings in accordance with Departmental financial requirements and Financial Management Act.
- 1.8 Prepares written correspondence in order to respond to customer enquiries through multiple service channels.

### 2. INFORMATION INTERGRITY

- 2.1 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.
- 2.2 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.
- 2.3 Identifies improvements to processes, procedures and systems, including making recommendations on newly identified initiatives to the Contact Centre Consultant leadership group, the Data Quality and Integrity Branch and other key stakeholders.



**3. OTHER**

- 3.1 Contributes positively within a team environment and demonstrates behaviour that enables the achievement of departmental, Customer Contact Centre, Metropolitan Licensing Centres and team goals, in addition to embracing the Department's values and working towards the Department vision.
- 3.2 Applies equal opportunity and diversity, occupational health and safety and ethical principles and practices in all aspects of the role.
- 3.3 Achieves and maintains set performance guidelines, including a balanced scorecard comprised of quantitative and qualitative targets.
- 3.4 Captures, collates, records and reports on statistics in relation to daily duties conducted as part of this role.
- 3.5 Provides support, assistance and on the job training for other staff.
- 3.6 Performs other duties 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:

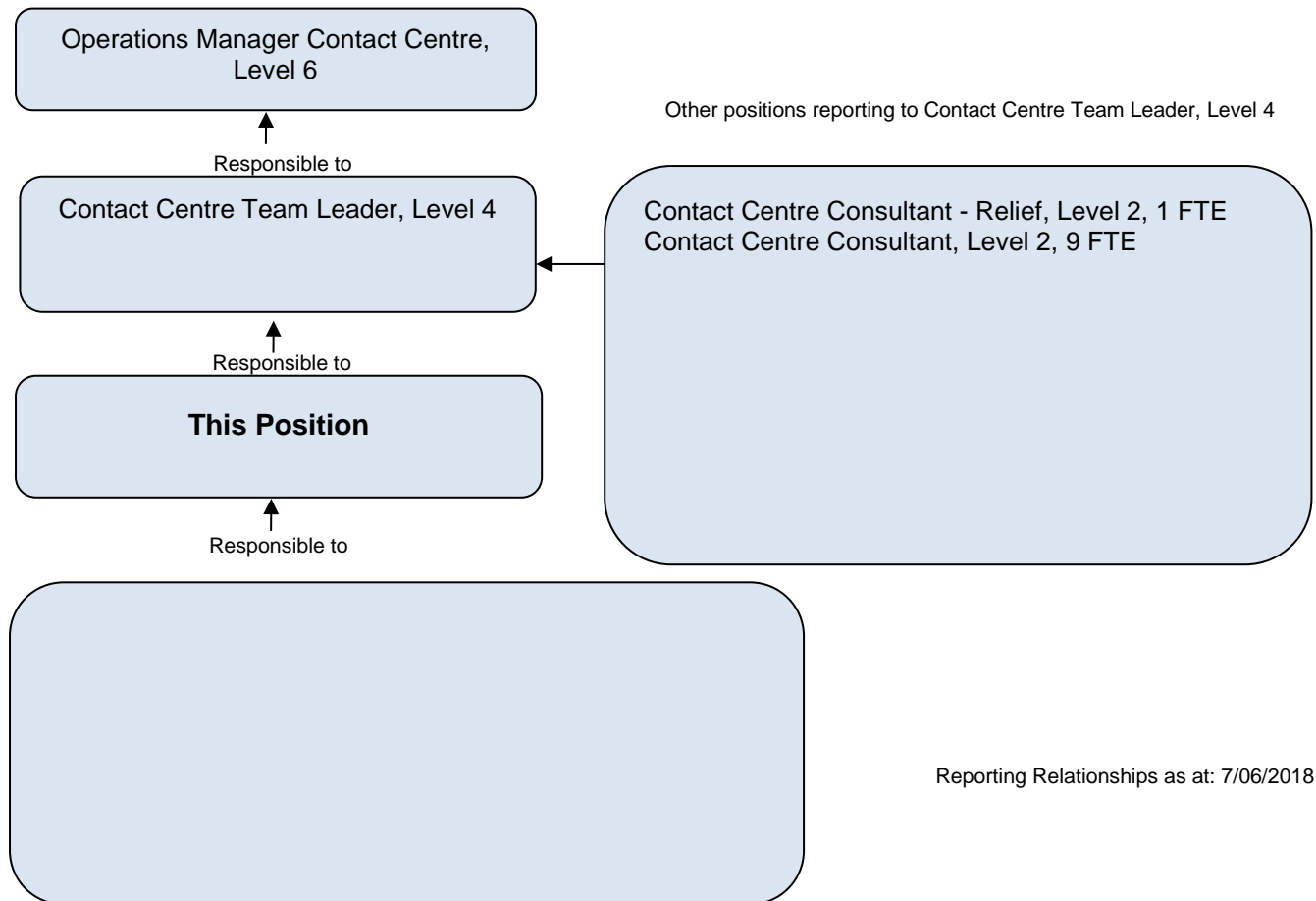
1. Experience in a dynamic customer service environment with the ability to multi-task.
2. A passion for customer service with the ability to work effectively in a team environment and contribute positively to the achievement of set goals.
3. Good oral communication, interpersonal and negotiation skills with the ability to effectively handle challenging customer enquiries.
4. Analytical and problem solving skills.
5. Sound written communication skills.

#### DESIRABLE:

1. Possession of or progress towards obtaining a Certificate III in Customer Contact or equivalent qualification.
2. The ability to comprehend reference materials with the ability to apply and advise on relevant acts, regulations, policies, procedures and systems.



## Reporting Relationships



## Allowances/Special Conditions

- 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.

**Executive Director  
People and Organisational Development**