



Client Support Officer

Branch:	Driver Suitability Services
Directorate:	Driver and Vehicle Services
Position Number:	00013257
Classification:	Level 2
Physical Location:	Tassels Place, Innaloo
Award/Agreement:	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

The **Client Support Officer** processes a variety of applications and transactions for internal and external clients; ensuring accurate and timely completion of complex and multi-faceted tasks, in accordance with the appropriate delegations, legislation and departmental policies and procedures.

Work Description

1. **SERVICE DELIVERY**

- 1.1 Respond to a variety of enquiries received across multiple workflows from a wide range of internal and external clients.
- 1.2 Consistently achieve set performance guidelines, which includes quality and quantity measured targets.
- 1.3 Accurate, timely and appropriate processing of data to achieve key performance indicators and meet customer needs.
- 1.4 Maintain a high level of service delivery to meet client demand, dealing with complex, contentious and sensitive enquiries.

2. **STRATEGIC BRANCH SUPPORT**

- 2.1 Contribute positively within a team environment, demonstrating behaviours which align with the Department's goals and values.
- 2.2 Proactively share your skills, knowledge and experience to support and develop your colleagues and team.
- 2.3 Identify ongoing work process improvements and system enhancements.
- 2.4 Recommend and assist positively with the implementation of change.
- 2.5 Apply discretion in making decisions within delegations and legislative frameworks.

3. **INFORMATION INTEGRITY**

- 3.1 Maintain current knowledge of and compliance with legislative and departmental policies and procedures.

4. **OTHER**

- 4.1 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:

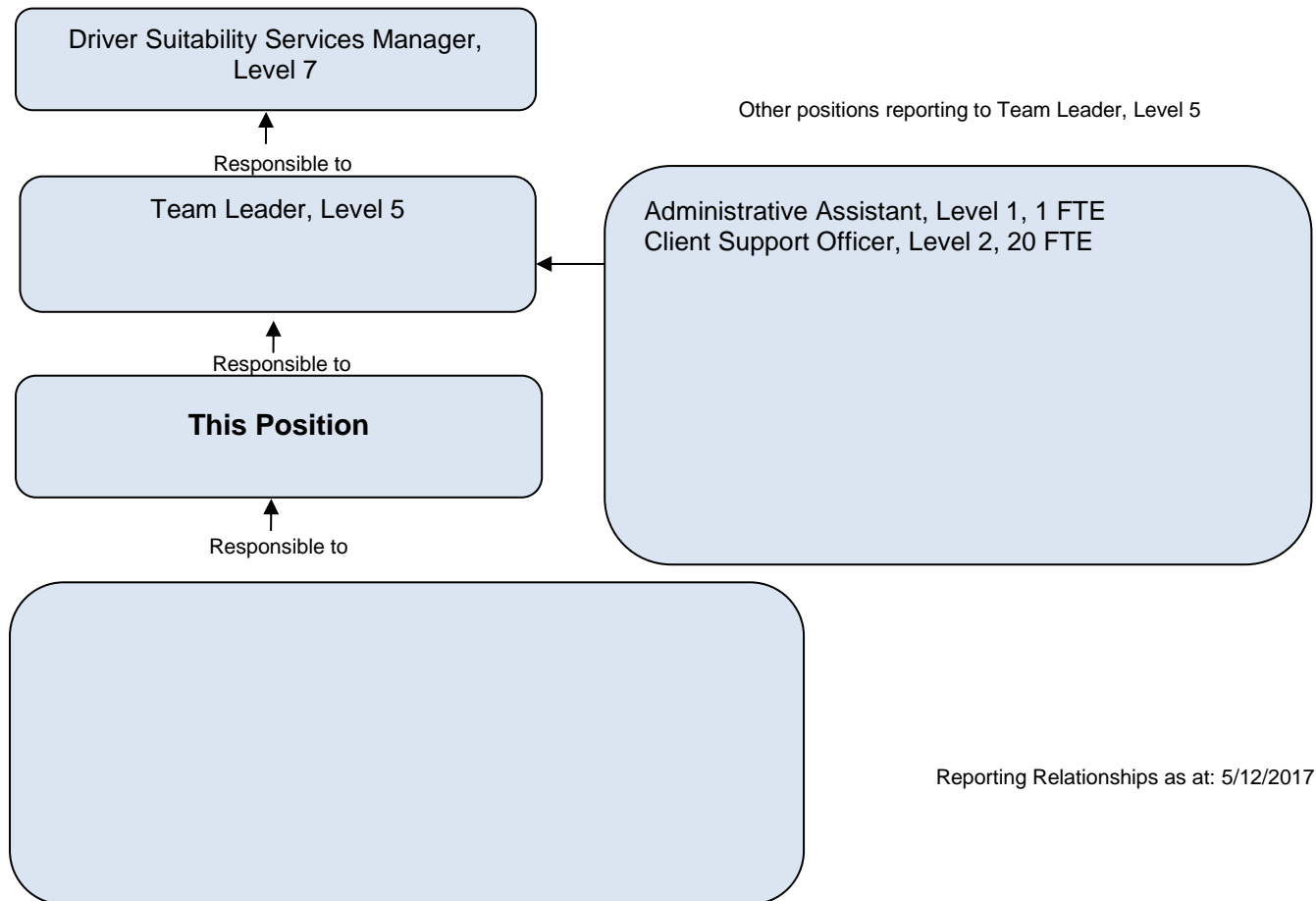
1. Experience providing a quality customer service in a high volume, client focused environment.
2. Well-developed oral communication and interpersonal skills, with the ability to deal with contentious issues.
3. Organisation skills, including the ability to prioritise work, meet deadlines, process and maintain data accurately.
4. Well-developed analytical and problem solving skills.
5. Well-developed written communication skills, with the ability to prepare accurate and appropriate responses to client queries.
6. The ability to work effectively in a team environment and contribute positively to the achievement of team goals.
7. The ability to accurately and appropriately interpret and apply legislation, delegations, policies and procedures and advise clients accordingly

DESIRABLE:

Nil



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