



Job Description

Position Title:	<i>Title Services Officer</i>	Classification:	<i>Level 2</i>
Position Number:	<i>MIS18088</i>	Location:	<i>Mineral House - East Perth</i>
Division/Group:	<i>Service Delivery</i>	Supervises:	<i>0</i>
Branch/Section:	<i>Customer Service</i>	Reports to:	<i>Coordinator Mining Information Counter</i>

Operational Context

Within the Service Delivery Group, the Customer Information Directorate is responsible for providing frontline customer service and information that is accurate, convenient and professional to meet the needs of DMIRS stakeholders and customers. The Customer Information Directorate is responsible for ensuring DMIRS is client focused and engages effectively with the community, businesses and stakeholders.

Role Overview

The Title Services Officer is a position within the Aboriginal Employment Program (AEP). This role is part of a team on the Mining Information Counter and is often the first point of contact for individuals and businesses seeking advice and assistance and it delivers outstanding customer service and displays a high level of professionalism. As part of the AEP, this officer will have the opportunity to undertake a rotation in a different team within the division to further develop their knowledge, skills and networks.

Role Responsibilities

(The following outlines the key responsibilities and duties related to this position)

- Receive and process applications for mining tenements dealings and other applications under the Mining Act 1978 various State Agreement Acts and other Acts relating to mineral tenure.
- Provide quality front line customer service to internal and external customers in respect to the Department's policies and procedures as required.
- Resolve general enquiries as a first point of contact for telephone and other enquiries.
- Prepare and reconcile daily banking and process financial payments as required.
- Maintain mineral title information systems databases including TENGRAPH and EMITS.

Corporate Responsibilities

(The following outlines departmental responsibilities)

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- Performs other duties as directed.
- Take reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all provisions of the Occupational Safety and Health Act 1984.

What is required in this role?

(The following outlines what experience and qualifications are required to fulfil this role)

This position is part of the Aboriginal Employment Program (AEP) and is aligned to our Aboriginal Employment Strategy and Reconciliation Action Plan (RAP). This program is a diversity initiative to increase the workforce representation of Aboriginal and Torres Strait Islander people at DMIRS.

- Confirmation of Aboriginality.
- An ability to understand and apply legislation.
- Demonstrated experience in providing customer service and working collaboratively in a team.

- An ability to use computer systems to undertake a range of administrative duties with an attention to detail.

Capabilities Required

(The following outlines the behaviours required to be demonstrated to perform this role)

- Meets objectives, follows up to ensure work is finalised.
- Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service.
- Adheres to the Code of Conduct and behaves in an honest, professional and ethical way.
- Works collaboratively with team members and external stakeholders and treats people with respect and courtesy.
- Demonstrated ability to prepare routine correspondence using template documents.

What are the Job reporting relationships?

This position reports to: Coordinator Mining Information Counter

Supervisor Position No: MP130005 Classification: L5

Positions reporting to this Job:

This position has no direct reports

What are the pre-employment requirements for this Job?

- National Police Clearance

Approved Date

05-OCT-2018