



Job Description

Position Title:	Licensing Officer	Classification:	Level 2
Position Number:	MIS18086	Location:	Cannington
Division/Group:	Service Delivery	Supervises:	0
Branch/Section:	Licensing Services Branch B	Reports to:	General Manager Licensing Services Branch B

Operational Context

Within the Service Delivery Group, the Licencing Services Directorate is responsible for receiving, assessing and determining a wide range of consumer protection, dangerous goods, and building and energy licences, registrations, lodgements and applications. This Directorate plays a significant role in protecting Western Australians by ensuring those that are authorised to carry out business, trade or operate in industries regulated by DMIRS are suitably qualified, skilled and responsible.

Role Overview

The Licensing Officer is a position within the Aboriginal Employment Program (AEP). This role undertakes assessments of, makes recommendations on, and processes routine applications for various licenses, renewals, registrations, permits and security cards for numerous occupations and functions regulated by the Department under a diverse range of legislation. 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)

- Assess all applications for completeness in line with relevant legislation, established workflows and work practices.
- Provides high quality customer service effectively communicating face-to-face, by phone and through correspondence in order to deliver accurate advice to customers.
- Obtains relevant documentation, arranges appointments and assessments for applicants as and when required.
- Utilise a range of information technology to undertake data entry tasks in order record, update and maintain records held within various registers and databases.

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.

- Proven ability to identify problems with written documentation and to find solutions for customers.

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.
- Listens and asks questions to ensure understanding, checks own communication has been understood.
- Demonstrated ability to prepare routine correspondence using template documents.

What are the Job reporting relationships?

This position reports to: General Manager Licensing Services Branch B

Supervisor Position No: 00023268 Classification: L8

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

28-SEP-2018