



Job Description

Position Title:	<i>Conciliation Officer</i>	Classification:	<i>Level 2</i>
Position Number:	<i>MIS18082</i>	Location:	<i>Cannington</i>
Division/Group:	<i>Industry Regulation and Consumer Protection</i>	Supervises:	<i>0</i>
Branch/Section:	<i>Retail, Building & Services</i>	Reports to:	<i>Conciliation Coordinator</i>

Operational Context

Within the Industry Regulation Group, the Retail and Services Directorate is responsible for directing a program of dispute conciliation, proactive compliance and reactive compliance to effectively detect, deter and remedy improper practices relating to retail and service industries by the Consumer Protection Division.

Role Overview

The Conciliation Officer is a position within the Aboriginal Employment Program (AEP). This role provides dispute resolution services and gives advice on matters arising from consumer purchases of goods and services in all market sectors including retail, automotive, marine, tenancy, properties and services sectors. Conciliation Officers attempt to resolve disputes which arise between the parties by providing advice and negotiation on matters relating to the rights and obligations of parties under relevant consumer protection laws. 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)

- Reads, understands and seeks advice on how relevant legislation might apply to the circumstances.
- Negotiates the resolution of disputes, attempting to reach an outcome that is fair, equitable and acceptable to both parties.
- Provides informed, accurate and impartial advice on rights and responsibilities.
- Communicates effectively using a range of mediums (e.g. phone, emails, letters and face-to-face).

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.
- Demonstrated ability to listen effectively, identify issues and develop solutions to resolve disputes, while remaining impartial.
- Demonstrated ability and flexible approach to managing and setting priorities in order to meet deadlines in a

demanding work environment.

- Demonstrated ability to exercise impartial judgement and research skills.

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.
- Demonstrated ability to prepare routine correspondence using template documents.

What are the Job reporting relationships?

This position reports to: Conciliation Coordinator

Supervisor Position No: 00016767 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

28-SEP-2018