



Job Description Form

Customer Service Officer

Position Details

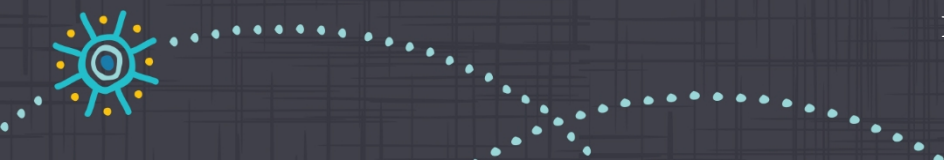
Position Number: Generic
Classification: Level 2
Award / Agreement: PSA 1992 / PSGOCSAGA 2017
Organisational Unit: Service Delivery – Client Services
Location: Various
Classification Evaluation Date: 02 April 2008

Reporting Relationships

This position reports to: Administration Manager, Level 5

Positions Under Direct Supervision:

This position has no subordinates.



About the Department

The Department of Communities' mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department's direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department's functions and services include disability services; child protection and family support; social and affordable housing; youth justice; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

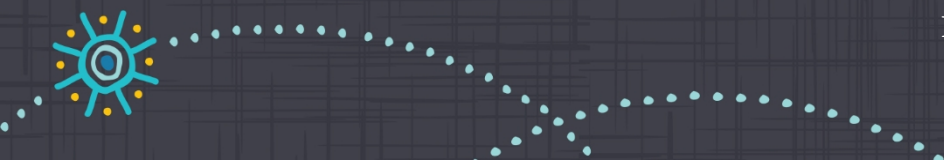
Role Statement

To work as part of a team to deliver a first class customer service which aims to ensure that all eligible Western Australians have access to affordable and secure housing.

Role Context and Scope

This position reports to a local manager within a Region as part of the Department of Communities - Housing Service Delivery Portfolio. There is ongoing contact with staff at a range of levels and daily contact with customers face to face, by phone and in writing.

Housing Service Delivery is the Department of Communities - Housing's rental accommodation portfolio managing approximately 39,000 tenancies across the State, Government Regional Officers Housing (GROH) and Community Housing (rental housing managed by local government or non-government not-for-profit organisations) and Bond Assistance (interest-free loans to obtain accommodation in the private rental market) with close links to Aboriginal Housing. The agency also has a strong focus on providing home ownership opportunities to public housing tenants.



Duties and Responsibilities

1. SERVICE DELIVERY

- 1.1. Provides advice and assistance to customers on all aspects of services and products available from Housing Service Delivery.
- 1.2. Interviews customers to determine eligibility for Housing Service Delivery and assesses their need for assistance at the standard specified in agency's Customer Service Charter.
- 1.3. Counsels customers on their housing requirements and other relevant welfare services.

2. LIAISON

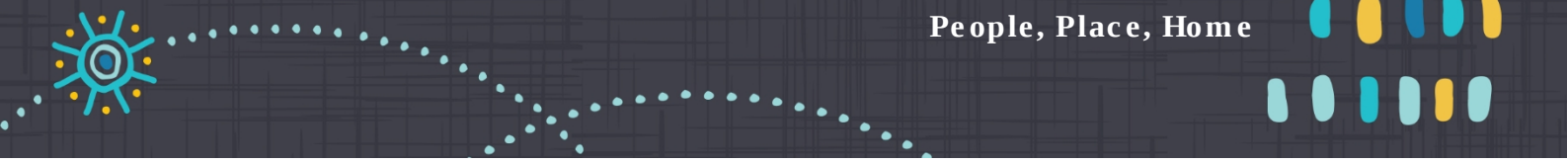
- 2.1. Liaises with regional offices, other government departments, community support organisations, social workers and medical staff when determining clients' eligibility and need for Housing Service Delivery.
- 2.2. Liaises with real estate agents and landlords concerning Housing Service Delivery.

3. ADMINISTRATIVE SUPPORT

- 3.1. Prepares reports and correspondence on outcomes and discussions arising from customer contact.

4. OTHER

- 4.1. Promotes a high standard of Equal Opportunity, Occupational Health and Safety, and ethical principles/practices in all aspects of this role.
- 4.2. Performs other duties as required, which may include acting in the role of Housing and Property Services Officer.



Essential Work-Related Requirements (Selection Criteria)

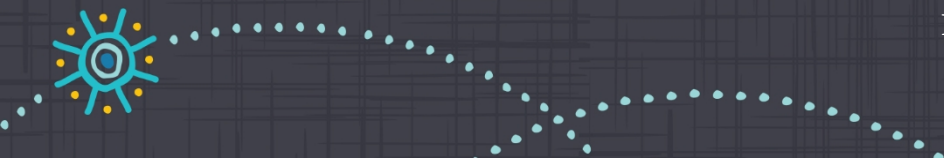
ESSENTIAL

You will need to be someone who can show us they have a proven track record for:

1. Takes pride in delivering outstanding service to customers every time.
2. Looks for better ways of doing things and has a “can do” approach to solving problems
3. Works and gets on with people from all walks of life, including an awareness of cultural sensibilities, and shows respect for cultural differences/needs, in particular, of Indigenous people
4. Can be easily understood, often in challenging circumstances, when speaking or writing to others
5. Is flexible and ready, willing and able to take on a range of tasks and learn them quickly.
6. Possesses an ability to work within a team.

Desirable Work-Related Requirements (Selection Criteria)

1. Knowledge of the operations of the Department of Communities - Housing.



Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory National Police Clearance.
2. Have Australian permanent residency at the time of applying.
3. Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time to time production of the licence may be required upon request by the Department.