



North Metropolitan Health Service
Job Description Form

HSS Registered February 2019

Customer Liaison Officer
Health Salaried Officers Agreement: Level G3
Position Number: 006116
Queen Elizabeth II Medical Centre Trust / Parking Department
QEIIIMC / North Metropolitan Health Service

Reporting Relationships

Project Director QEIIIMC Trust
 Award Level: HSO Level G12
 Position Number: 00007248



Parking Manager
 Award Level: HSO Level G7
 Position Number: 006113



This Position



← Also reporting to this supervisor:

- Parking Supervisor 006094

Directly reporting to this position:
Nil

Other positions under control

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Prime Function / Key Responsibilities

Provide a quality customer service in the issuing of parking permits and the processing of infringements and appeals. Providing advice to staff and the public on parking at the QEIIIMC site. Provide administrative support to the Parking Manager. Liaises with Fines Enforcement Registry (FER) on outstanding and unpaid infringement notices lodged with the FER. Undertake the role of cashier, including the reconciliation of parking accounts and charging various stakeholders for parking.

Brief Summary of Duties (in order of importance)

1. Customer Service (35%)

- 1.1 Provide a high level of customer service to staff, contractors, tenants and visitors on all aspects of parking at QEIMC, including available parking options, parking permits, infringement notices and the appeals process.
- 1.2 Utilise well-developed communication skills to receive, process and respond to customer queries and complaints regarding parking at QEIMC including infringement notices.
- 1.3 Review parking applications. Determine parking eligibility in accordance with QEIMC parking policy and issue permits in accordance with process.
- 1.4 Prepare submissions for the QEIMC Appeals Committee: Liaise with appellants regarding to gather the required information.
- 1.5 Represent the department in court hearings regarding disputed fines.

2. Financial (30%)

- 2.1 Prepare, distribute and manage invoices for the QEIMC parking function including (but not limited to) parking reservations, site contractors, Senior Officer Vehicles (SOV), and pool vehicles. Perform cost centre transfers where necessary/appropriate. Liaise with Parking Officers where necessary to facilitate parking arrangements.
- 2.2 Follow-up regarding overdue invoices. Liaise with the Fines Enforcement Registry (FER) on outstanding and unpaid infringement notices lodged with the FER.
- 2.3 Process all onsite payments (cash, credit card/efpos transactions) for parking permits and infringements. Compile daily reconciliation of monies received, produce/prepare banking reports and bank monies. Control cash float.
- 2.4 Process the QEIMC trust account deposits and refunds and reconcile the PPP trust accounts.
 - Separate revenue between QEIMC and Project Co.
 - Reconcile and transfer At-Grade car park revenue to Project Co.
 - Determine GST and non GST amounts.
- 2.5 Compile data from vehicle owner/driver searches

3. Administration and Secretarial Support (30%)

- 3.1 Gather data from various sources, including from Parking Officers, regarding the QEIMC parking function. Prepare relevant reports regarding statistics/departmental KPIs.
- 3.2 Extract relevant data/generate reports from the Frog Parking, Parkcharge and QEIMC Permit systems. Analyse data to determine usage, trends and forecasts. Prepares effective written reports to managers/identified stakeholders based on findings.
- 3.3 Prepare accurate and timely written correspondence to QEIMC customers on parking matters including permits, infringements, Owner/Driver Statutory Declaration and Final Demand forms.
- 3.4 Provides confidential administrative and secretarial support to the Parking Manager
- 3.5 Develops and maintains confidential filing system, pending and reminder systems to meet own and Department's deadlines.
- 3.6 Utilise computer software to effectively perform functions such as, preparing reports and correspondence, mail merge, charts, establish spreadsheets and databases, including use of formulas and link spreadsheets. Assist the Parking Manager in preparing and updating policy and procedure documents.
- 3.7 Execute on the job training and provides support for casual and temporary staff.

4. NMHS Governance, Safety and Quality Requirements

- 4.1 Participates in the maintenance of a safe work environment.
- 4.2 Participates in an annual performance development review.

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- 4.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
 - 4.4 Completes mandatory training (including safety and quality training) as relevant to role.
 - 4.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
 - 4.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.
- 5. Undertakes other duties as directed (5%)**

Work Related Requirements

Essential Selection Criteria

1. Demonstrated well-developed communication and interpersonal skills, including the ability to handle conflict situations professionally.
2. Demonstrated well-developed computer and word processing skills, including knowledge and experience in the use of Microsoft Office suite of products at an intermediate level.
3. Ability to work effectively as part of a team and with minimal supervision.
4. Demonstrated ability to organise and prioritise tasks, work effectively under pressure and meet deadlines.
5. Ability to meaningfully organise and analyse data.
6. Demonstrated extensive experience in an administrative work environment.

Desirable Selection Criteria

1. Experience in the functions and operations of a parking branch and/or financial work environment.
2. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

Appointment Prerequisites

Appointment is subject to:

- Completion of 100 Point Identification Check.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

Certification

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Manager/Supervisor

Name:
Signature/HE:
Date:

Dept./Division Head

Name:
Signature/HE:
Date:

Position Occupant

Name:
Signature/HE:
Date:

Created on: July 2016
Last updated on: February 2019
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