

Job Description Form

Customer Service Officer

Position Details

Position Number:	Generic
Classification:	Level 2
Award / Agreement:	PSA 1992 / PSGOCSAGA 2017
Organisational Unit:	Service Delivery Regional and Remote Communities/ Midwest
Location:	Midwest
JDF Review Date:	7 August 2018

Reporting Relationships

This position reports to:

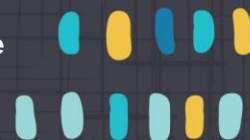
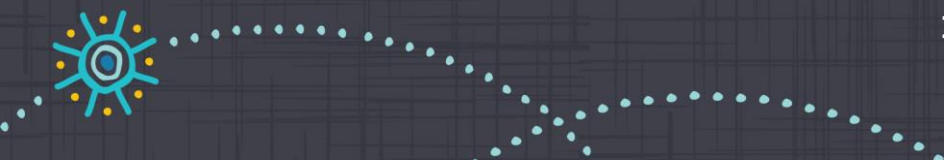
This position reports to: Senior CSO, Level 3.

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.

Duties and Responsibilities

1. Service Delivery
 - 1.1. Provide advice and assistance to customers on all aspects of services and products available from the Housing Authority.
 - 1.2. Interview customers to determine eligibility and assess their need for assistance at the standard specified in the Housing Authority's Customer Service Charter.
 - 1.3. Counsel customers on their housing requirements and other relevant welfare services.
2. Liaison
 - 2.1. Liaise with regional offices, other government departments, community support organisations, social workers and medical staff when determining clients' eligibility and need for housing.
 - 2.2. Liaise with real estate agents and landlords.
3. Administrative Support
 - 3.1. Prepare reports and correspondence on outcomes and discussions arising from customer contact.
4. Other



- 4.1. Carry out a range of other duties which may include relieving in other roles and at other branches as required.
- 4.2. Apply equal opportunity, Occupational Health & Safety, and ethical principles and practices in all aspects of the role.
- 4.3. Perform other duties as required.

Essential Work-Related Requirements (Selection Criteria)

1. Take pride in delivering outstanding service to customers every time.
2. Ability to proactively solve problems by developing solutions to meet client needs.
3. Work and get on with people from all walks of life, including an awareness of cultural sensibilities, and show respect for cultural differences/needs, in particular, of Aboriginal and Torres Strait Islander peoples.
4. Ability to gather and clearly communicate important information in writing, over the phone and face-to-face, sometimes in challenging circumstances.
5. Is flexible and ready, willing and able to take on a range of tasks and learn them quickly.
6. Ability to work effectively within a team.

Essential Eligibility Requirements

1. Appointment is subject to a satisfactory National Police Clearance.
2. To be eligible for a permanent appointment to the Western Australian public sector it is essential that you are an Australian citizen or have permanent residency status in Australia. To be eligible for a fixed term appointment you must have documentary evidence of your entitlement to live and work in Australia for the period of the contract.