About the Department of Communities

**Customer Service Officer**

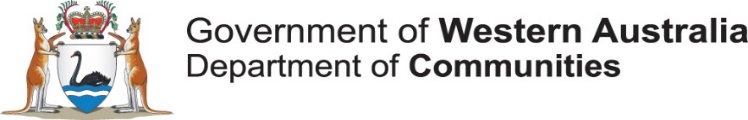
Level 2

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; 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.

About the Housing Direct contact centre

**Customer Service Officer**

Level 2

Housing Direct is the Department of Communities Customer Contact Centre, where property maintenance and other housing related services and products are delivered via telephone, email and other communication channels.

Customer Service Officers in Housing Direct are pivotal in assisting the Department to deal effectively with day to day, emergency and natural disaster events that cause damage to property along with supporting the Government’s Disruptive Behaviour Strategy.

The Housing Direct contact centre is in Mirrabooka.

Eligibility Requirements

* A current, National Police Clearance is required prior to commencement.
* Permanent appointment requires an Australian or New Zealand permanent residency.
* Fixed Term contracts require evidence of entitlement to live and work in Australia for the period of the contract.







Career Opportunities

The Department of Communities aims to create a flexible and adaptable workforce where successful applicants may also be offered at level appointments, or similar roles within the Department. Opportunities exist for employment on a permanent, fixed term or casual basis as well as full-time or part-time.

|  |  |
| --- | --- |
| **Role Related Requirements** | |
| **Selection Criteria** | **Key Behaviours** |
| *You will need to be someone who can demonstrate the capacity to deliver quality customer service and a desire to make a positive difference for our customers, and who;* | IMPORTANT NOTE: During the selection process you should focus on showing how you have demonstrated these behaviours; |
| **Engages with our customers** | * Identify and assess client circumstances. * Recognise cultural diversity and respond sensitively. * Use listening, language and verbal skills to gather and communicate important information to customers. * Effectively liaise and negotiate with customers. |
| **Solves Problems** | * Deliver a sustained, quality level of service in a demanding environment. * Use keyboard skills and a range of software applications to record and source information. * Identify and achieve own work goals through planning and being organised. * Accept responsibility and accountability for outcomes of own work and actions within a team. |
| **Delivers Outstanding Service** | * Adapt work practices in response to changing technology * and work environment. * Develop options and/or solutions to meet client needs. * Seek advice from seniors where appropriate. * Work within, and apply, a wide range of policy and guidelines to ensure appropriate standards are met. |
| **Everyone wants (you) on their team** | * Work effectively with others to achieve successful delivery of services. * Demonstrate initiative and commitment to continued learning of self and others. * Be honest, reliable and supportive. * Do what you say you will do, meet deadlines and complete agreed tasks. * Respect the confidentiality and privacy of others, clients and colleagues. |

