



Job Description Form

014682 Cashier/Customer Service Officer

Boronia Pre-release Centre for Women

Position details

Classification Level: 2

Award/Agreement: PSGA1992 / PSGOGA2017

Position Status: Permanent

Organisation Unit: Adult Custodial, Custodial Operations

Physical Location: Perth CBD

Reporting relationships

Responsible to: 004040 Administration Officer - Level 3

This position: 014682 Cashier/Customer Service Officer - Level 2

Direct reports: NIL

Overview of the position

The Adult Custody Operations is accountable for the security and safe management of adult offenders in prisons throughout Western Australia.

The Cashier/Customer Service Officer is responsible for:

- Operating the Centre's switchboard & providing an effective and professional reception service
- Maintaining the Centre's Occurrence Book entries
- Receiving and distributing the Centre's incoming mail and recording outgoing mail
- Receiving revenue and disbursing expenditure in accordance with correct banking procedures
- Maintaining and reconciling the Centre's petty cash advance
- Undertaking duties pertaining to prisoners private cash and gratuities and the prisoner phone system
- Assisting with the debtor administration function

Job description

As part of the Boronia Pre-release Centre for Women team, the successful applicant will be expected to:

- Always consider the unique risks associated with the Department's activities when undertaking all duties and focus on the Departmental goals of safety, security and rehabilitation.
- Communicate effectively, model integrity and respect in all interactions
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity
- Operate within the Department's chain of command to coordinate activities required to meet the Department's strategic objectives
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate.
- Drive and support organisational change and continuous improvement by actively contributing to achieve the Department's vision, mission and priorities
- Support cultural and management reforms within the Department.

Role specific responsibilities

Frontline Customer Service

- Operate the Centre's switchboard – answer incoming calls, greet callers, provide information where appropriate, transfer calls and/or take messages as necessary.
- Provide an efficient and professional reception service for the Centre's visitors and staff and make accurate entries in the Occurrence Book in accordance with established Departmental security policies and procedures.
- Receive and disseminate incoming mail including the receipting of monies received through the mail, maintain an accurate record of all outgoing mail.
- Assist the Centre's Management with maintenance of the ACCESS Compliments register, with archiving of records and with typing, data entry and general clerical work as required.

Cashier

- Maintain and reconcile the Centre's petty cash, receipt all monies received, correctly record receipted monies and bank monies daily.
- Administer prisoner gratuity and private cash accounts on the Department's prisoner management system – process prisoner expenditure pertaining to prisoner phone accounts, newsagent accounts, FER payments, education, medical, miscellaneous purchases conducted external to the Centre's Canteen, exit payouts, cash sign-outs and board payments made by 'Prison Employment Program' (PEP) approved prisoners.

- Assist the part-time Finance Officer with the debtors' administration function – maintain internal and external debtor data locally, arrange for the Centre's debtors to be invoiced and ensure that monies owed by the Centre's debtors is paid in a timely manner.

Team Work

- Participates constructively and positively within workplace teams to achieve tasks. Gains experience and knowledge of other administrative positions within the Centre by relieving in these positions as required.

Policy and Procedures

- Ensures compliance with legislation and corporate policies, practices and procedures, providing advice to appropriate personnel on issues impacting the prison. Ensures that quality control procedures are established and maintained.

Information and Knowledge Management

- Accesses and applies identified and appropriate information to achieve tasks and undertake document control and retrieval. Maintains confidentiality as appropriate under legislative requirements.

Continuous Improvement

- Participates in the identification of and applies opportunities for continuous improvement within the team
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Job related requirements

In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience.

Shapes and Manages Strategy

The ability to understand the Department's values and objectives how they are relevant in assigned work, and to work under direct supervision to meet timelines and priorities.

Achieve Results

The ability to see tasks through to completion; rescheduling and reorganising work to reflect changes in priority. Applies own expertise to work tasks, learn new products and services and maintain accurate records and file.

Builds Productive Relationships

The capacity to responds under direction to changes in client needs and expectations, manage progress and keeps clients informed and provide prompt and courteous service, as well as the capacity to recognise the value of individual differences and work styles.

Exemplifies Personal Integrity and Self-Awareness

A demonstrated commitment to adhere to the Code of Conduct, behave honestly and ethically. Applies self to meet objectives, stay calm and professional under pressure, and provide accurate information to others. Provides accurate information, checks and confirms accuracy prior to release. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.

Communicates and Influences Effectively

The ability to explain information using language appropriate to the client while limiting the use of jargon, listen and ask questions to ensure understanding and to confirm that the message has been understood and to discuss issues calmly.

Role Specific Criteria

- Works in a manner that supports the effective management and reintegration of female prisoners.

Special requirements/equipment

Nil

Certification

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

Commissioner, Corrective Services

Signature: _____ Date: _____

HR certification date: _____