

## POSITION DETAILS

**Position Title**

Customer Service Officer

**Position Number**

14261

**Classification Level**

Level 2

**Award/Agreement**

Public Service Award 1992 /  
Public Service and Government Officers  
General Agreement 2017

**Division/Directorate**

Corporate Services

**Branch/Section**

Corporate Information

**Physical Location**

246 Vincent Street, Leederville

**Effective Date**

31/07/2018

**Employment Type**

Permanent

Full time

## REPORTING RELATIONSHIPS

**Position reports to**

14268 - Manager Information Services – Level 6

**Positions reporting to this position**

Casual Attendants - Level 1

## PURPOSE OF THE POSITION

Provides an effective and professional reception service for staff, visitors and callers to the Department. Provides effective and efficient administrative support relating to records management, facilities and fleet management, financial, human resource, and procurement services. Coordinate the afterhours casual attendant pool

## ABOUT THE DEPARTMENT

The Department of Local Government, Sport and Cultural Industries facilitates lively communities and the economy and the offering of outstanding and inclusive sporting and cultural experiences to local, interstate and international visitors.

MISSION	VISION	VALUES
Enlivened and successful communities and economy	To facilitate lively communities and economy and the offering of outstanding and inclusive sporting and cultural experiences	Vision Excellence Diversity Leadership Integrity

### DLGSC Objectives

- To partner with local government to deliver good governance to community
- To promote participation and achievement in sport, recreation, culture and arts
- To support and grow the cultural industries
- To promote the benefits of cultural diversity and social inclusion
- To provide opportunities in the hospitality sector by reducing red tape on the liquor and gambling industries
- To celebrate Aboriginal culture and preserve history and traditions

### DLGSC Approach

We will achieve this by:

- Working collaboratively across other State Government departments
- Creating synergies and find efficiencies in business functions
- Responding proactively to State Government imperatives such as election commitments and stated strategic priorities
- Contributing to the achievement of Government targets
- Community focussed engagement and partnerships

## DUTIES OF THE POSITION

This section outlines the results and outcomes required of an individual in this position.

### 1. CUSTOMER SERVICE

- Provides a first point of contact for customers/clients of the Department at Leederville and promotes the Department in a positive manner through this interaction.
- Welcomes visitors and callers to the Department and assists with resolving customer needs.
- Operates the telephone switchboard.
- Screens and directs all telephone and face-to-face enquiries.

### 2. ADMINISTRATION

Assists other divisions as follows:

- Provides effective and efficient administrative support relating to records management, facilities and fleet management, financial, human resource, and procurement services.
- Processes accounts for payments relating to building services, office supplies, couriers, taxi vouchers, telephones and vehicle fleet expenditure.
- Assists in maintaining records to support collection of data and record keeping.
- Maintains supplies of consumables and other office requisites.
- Assists with the vehicle booking system
- Provides information and support to management and staff on building issues/ events as necessary.
- Processes mail and courier enquires.

### 3. AFTERHOURS DUTIES

- Coordinates the casual attendant's pool including timesheet preparation
- Inducts and trains casual attendant's.
- Bookings coordinator for meeting rooms at Leederville.

### 4. OTHER DUTIES

- Undertakes other duties as required.
- Participates in Emergency Management and Response duties as required.

## COMPLIANCE AND LEGISLATIVE KNOWLEDGE

- Comply with the Department's Code of Conduct, policies and procedures and relevant appropriate legislation; and

Meets Occupational Safety and Health, Equal Opportunity and other legislative requirements in accordance with the parameters of the position.

## WORK RELATED REQUIREMENTS

Criminal History Record Check: An acceptable National Police Certificate (police clearance), or equivalent, is an essential pre-employment requirement and must be obtained prior to commencement.

Please note that a criminal record does not necessarily disqualify you for appointment. You will be given the opportunity to discuss the matter fully before a final decision is made.

Applicants should demonstrate their capacity to meet the following criteria, which should be read in conjunction with the specific responsibilities of this role.

### Essential

1. **Role Specific**  
Reception experience, including operating a telephone switchboard.
2. **Shapes and Manages Strategy**  
Ability to complete tasks to specified timeframes in accordance with business objectives.
3. **Achieves Results**  
Sound organisational and prioritising skills with the ability to maintain accurate records. Good Excel spreadsheet skills.
4. **Builds Productive Relationships**  
Ability to develop and maintain productive relationships, whilst ensuring client expectations are managed appropriately.
5. **Exemplifies Personal Integrity and Self Awareness**  
Ability to demonstrate public service professionalism by performing the duties of the role in accordance with team objectives. Ensures accuracy of information prior to releasing to clients.
6. **Communicates and Influences Effectively**  
Excellent interpersonal and communication skills; Highly developed customer relations skills.

## ELIGIBILITY SPECIALISED - SKILLS / TRAINING REQUIREMENTS

### Appointment is subject to:

- 100 point identification check; and
- Criminal Records Screening clearance.

### Training:

- Complete induction within three months of commencement;
- Complete any training specific to the role required by Departmental policy; and
- Complete the department's Accountable and Ethical Decision Making training within six months of appointment eg. duties required to undertake the role

## CERTIFICATION

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

.....  
**Corporate Executive Representative Signature**

Date (DD/MM/YYYY)

*I have read and accept the responsibilities of the Job Description Form.*

*The position's duties are to be performed in accordance with the Department's Code of Conduct.*

.....  
**Employee Signature**

Date (DD/MM/YYYY)

**REGISTERED**

DEPARTMENT OF LOCAL  
GOVERNMENT, SPORT AND CULTURAL  
INDUSTRIES

Initials: KC

Date: 11.09.2019