



## Job Description

<b>Position Title:</b>	Customer Services Officer	<b>Classification:</b>	Level 2
<b>Position Number:</b>	MIS19057	<b>Location:</b>	R-Kalgoorlie
<b>Division/Group:</b>	Service Delivery	<b>Supervises:</b>	0
<b>Branch/Section:</b>	Customer Service	<b>Reports to:</b>	Coordinator Customer Services

### Operational Context

Within the Service Delivery Group, the Customer Information Directorate is responsible for providing frontline customer service and information that is accurate, convenient and professional to meet the needs of DMIRS stakeholders and customers. The Customer Information Directorate is responsible for ensuring DMIRS is client focused and engages effectively with the community, businesses and stakeholders.

### Role Overview

The Customer Services Officer is a position within the Aboriginal Employment Program (AEP). This position is responsible for the provision of quality front line customer service to internal and external customers and stakeholders in respect to the Department's policies and procedures as required.

### Role Responsibilities

(The following outlines the key responsibilities and duties related to this position)

- Processes transactions and provides advice on a range of activities undertaken by various working groups of the Department, and ensures that customer and departmental obligations are met.
- Receives, assesses and coordinates applications for various transactions, issues and dealings conducted on behalf of relevant areas within the Department.
- Provides quality front line customer service to internal and external customers in person, via the telephone, email or in writing.
- Prepares and drafts routine correspondence, using standard templates.
- Performs financial transactions, including processing payments and refunds, reconciliations, daily banking and associated record keeping.
- Maintains relevant information system databases.
- Provides an administrative service across the office, including stationery order, coordination of building maintenance request, visitors' induction process, and event facilitation duties, as directed.

### Corporate Responsibilities

(The following outlines departmental responsibilities)

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- Performs other duties as directed.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all provisions of the Occupational Safety and Health Act 1984.

### What is required in this role?

(The following outlines what experience and qualifications are required to fulfil this role)

This position is part of the Aboriginal Employment Program (AEP) and is aligned to our Aboriginal Employment Strategy and Diversity and Inclusion Plan. This program is a diversity initiative to increase the workforce representation of Aboriginal and Torres Strait Islander people at DMIRS.

- Confirmation of Aboriginality.
- Demonstrated experience in providing customer service and working collaboratively in a team.
- Demonstrated experience in providing administrative support while using a variety of software systems.

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### ***Capabilities Required***

(The following outlines the behaviours required to be demonstrated to perform this role)

- Meets objectives, follows up to ensure work is finalised.
- Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service.
- Adheres to the Code of Conduct and behaves in an honest, professional and ethical way.
- Prepares routine correspondence, uses templates and provides basic information on policies and procedures to others.
- Works under direct supervision to meet timelines and priorities.

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### ***What are the Job reporting relationships?***

This position reports to: Coordinator Customer Services

Supervisor Position No: MP150022      Classification: L5

#### **Positions reporting to this Job:**

This position has no direct reports

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### ***What are the pre-employment requirements for this Job?***

- This position has been identified with a potential for Conflict of Interest
- National Police Clearance

#### **Approved Date**

18-OCT-2019