



## Customer Services Officer

### Business and Customer Services

<b>Position number</b>	00027105
<b>Agreement</b>	<a href="#">Public Service and Government Officers CSA General Agreement 2017</a> (or as replaced)
<b>Classification</b>	Level 2
<b>Reports to</b>	Manager, Capability Building (Level 8)
<b>Direct reports</b>	Nil

#### Context

The Business and Customer Services Directorate (BCS) supports the objectives and outcomes of clients by providing value for money corporate services through streamlined business systems and processes and skilled and motivated people.

The Business Capability branch leads and advises on operation direction and systemic improvement initiatives and outcomes, to continually improve customer service delivery.

The branch is responsible for initiating, managing and coordinating programs to enhance the capability and capacity of principals, managers corporate services, school corporate services staff and central services staff across the Department.

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#### Key responsibilities

##### Specialist Services

- provides clerical and administrative support to the branch in an effective and efficient manner
- arranges meetings, prepares and distributes agendas and minutes and undertakes follow-up actions when required
- responds to telephone calls, diary appointments, e-mail and other communications
- prepares correspondence in accordance with Departmental protocols
- maintains an effective correspondence filing system for corporate information and records relating to branch activities
- assists with travel arrangements, including preparing travel documents and booking flights and accommodation
- undertakes payment of accounts, credit card reconciliation and purchasing requirements, and maintains financial data
- supports branch programs, including maintaining the enrolment system, organising workshops and preparing workshop materials

- coordinates catering for professional learning programs.

### **General Support**

- contributes to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and organisational goals and facilitates accomplishment of designated roles and deliverables
- contributes to change management projects relevant to the work group
- participates on committees and working parties as required.

### **Customer and Stakeholder Liaison**

- maintains a focus on customer service delivery and continuous improvement of services
- develops and maintains effective communication links and working relationships to ensure access to diverse specialist knowledge.

### **Selection criteria**

1. Demonstrated experience in customer services and administrative duties.
2. Demonstrated experience in purchasing, processing accounts for payment and monitoring expenditure for a work unit.
3. Demonstrated sound written, verbal and interpersonal communication skills with the ability to liaise effectively with individuals at all levels.
4. Demonstrated sound computer skills, including a working knowledge of databases, spreadsheets, word processing and experience using an electronic records management system.
5. Demonstrated good organisational skills, including the ability to use initiative and work independently or as part of a team.

### **Eligibility and training requirements**

Employees will be required to:

- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment
- complete the Department's induction program within three months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

### **Certification**

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

### **ENDORSED**

Date            15 July 2019  
Reference    D19/0305688