



## Job Description

<b>Position Title:</b>	Licensing Officer	<b>Classification:</b>	Level 2
<b>Position Number:</b>	MIS19069	<b>Location:</b>	Cannington
<b>Division/Group:</b>	Service Delivery	<b>Supervises:</b>	0
<b>Branch/Section:</b>	Licensing Services Branch B	<b>Reports to:</b>	Principal Licensing Coordinator

### Operational Context

Within the Service Delivery Group, the Licensing Services Directorate is responsible for receiving, assessing and determining a wide range of consumer protection, dangerous goods, and building and energy licences, registrations, lodgements and applications. This Directorate plays a significant role in protecting Western Australians by ensuring those that are authorised to carry out business, trade or operate in industries regulated by DMIRS are suitably qualified, skilled and responsible.

### Role Overview

This position is part of the Aboriginal Employment Program (AEP). This role undertakes assessments of, makes recommendations on, and processes routine applications for various licenses, renewals, registrations, permits and security cards for numerous occupations and functions regulated by the Department under a diverse range of legislation.

### Role Responsibilities

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

- Assess, process and audit applications as required in accordance with relevant legislation, policies, procedures, processes and delegations.
- Provide high quality customer service effectively communicating face-to-face, by phone and through correspondence in order to deliver accurate information to customers.
- Obtain relevant documentation, arrange appointments and assessments for applicants as and when required.
- Use a range of information technology to record, update and maintain records held within various registers and databases.

### 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.
- Ability to work under direct supervision to meet timelines and priorities.
- Be able to identify problems with written documentation and to find solutions for customers.
- Proficient computer skills including a working knowledge of databases, spreadsheets and word processing.

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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.
- Works collaboratively with team members and external stakeholders and treats people with respect and courtesy.
- Shows willingness to learn and develop expertise to achieve goals and tasks set.

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

This position reports to: Principal Licensing Coordinator

Supervisor Position No: 00000091      Classification: L6

### **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