



Enquiries Officer

POSITION DESCRIPTION FORM

Region / Portfolio / Directorate:

Specialist and Support Services

District / Branch:

State Traffic

Work Unit:

IMO Customer Service

Position Description Number:

Generic 381

Rank / Level / Band:

Level 2

Employment Conditions

Industrial Agreement/Award: Current PSA, PSGOGA and Agency Specific Agreement

Work Pattern: Monday – Friday (Day Work): May be required to work outside normal operating hours

Location: Midland

Position Objective

Contributes to the effective and efficient operation of the Infringement Management and Operations (IMO) Customer Service Call Centre by providing quality and timely services to customers on a range of matters relating to infringements.

Role of Work Unit

The IMO Customer Service operates a dedicated and responsive Call Centre that is accountable for the provision of a quality customer service facility to the community of Western Australia on all traffic camera and infringement matters. The IMO Customer Service is focussed on assisting the community in the delivery of its services and as such provides an effective online payment facility and the ability to view infringements online.

Reporting Relationships

This position reports to:

- Team Leader, Customer Service, Level 3

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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Key Accountabilities

1 Infringement Enquiries (95%)

- 1.1 Receives enquiries over the telephone and in person relating to infringement matters and ensures the timely delivery of quality advice and information is conveyed accurately and efficiently.
- 1.2 Effectively undertakes and resolves sensitive, complex and demanding customer service issues in a professional, timely and efficient manner.
- 1.3 Establishes customer requirements, processes infringement related information, provides follow-up information and/or documentation and assists customers in the completion of forms and documentation.
- 1.4 Liaises with a wide range of customers including members of the public, government agencies and the private sector in relation to traffic infringement related matters.
- 1.5 Retrieves relevant information for WA Police Force computer systems in order to assist customers, including members of the public and WA Police Force personnel with enquiries.
- 1.6 Receives and reconciles monies and provides receipts for payments made.
- 1.7 Provides procedural advice regarding infringements to customers and interprets and applies legislation, regulations and instructions to ensure correct and factual information is conveyed.
- 1.8 Contributes as a member of the team to IMO plans with an objective of improving the quality of customer service.
- 1.9 Actively participates as a member of a multi-disciplinary team to ensure a high level of customer service.
- 1.10 Assists the Team Leader in identifying and resolving customer service issues surrounding infringement management, whilst contributing to the continual improvement of processes within IMO.

2 Other (5%)

- 2.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably.
- 2.2 Undertakes other duties as directed.

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Work Related Requirements

Essential

Context in which work related requirements will be applied and or general standard expected.

Communication (verbal and written) and interpersonal skills

Providing a responsive and effective customer service and providing timely information to a range of individuals including internal and external stakeholders. Possessing effective verbal fact finding skills. Understanding customer needs and remaining professional whilst attending to difficult situations. Dealing with sensitive, and at times, emotive or agitated customers.

Ability to understand and interpret legislation, policies and procedures

Providing information and advice on relevant Acts, Regulations and Legislation (eg: *Road Traffic Act 1974*, *Road Traffic Code*, *Fines, Penalties and Infringement Notices Act 1994*) in accordance with the Agency's policies and procedures.

Computer skills

Typing speed and accuracy, retrieving and updating information. Utilising mainframe systems, databases and computer packages. Word processing and spread sheeting.

Organisational and problem solving skills

Assessing issues over the telephone in a timely manner. Making judgements. Prioritising workloads. Using initiative and judging when to escalate matters to the Team Leader.

Ability to work in a team environment

Contributing effectively to the operations of the team. Working with other personnel and supporting their needs.

Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

Certification

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

Position Title and Work Unit	Name	Date
Senior Organisational Design Consultant	Julie Ismail	18/10/2019
Assistant Director Infringement Management and Operations	Mark Padget	21/10/2019