Enquiries Officer
POSITION DESCRIPTION FORM

Region / Portfolio / Directorate: Specialist and Support Services
District / Branch: State Traffic
Work Unit: IMO Customer Service

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 focused 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
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.
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 spreadsheet.

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.

<table>
<thead>
<tr>
<th>Position Title and Work Unit</th>
<th>Name</th>
<th>Date</th>
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<tbody>
<tr>
<td>Senior Organisational Design Consultant</td>
<td>Julie Ismail</td>
<td>18/10/2019</td>
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<tr>
<td>Assistant Director Infringement Management and</td>
<td>Mark Padget</td>
<td>21/10/2019</td>
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<tr>
<td>Operations</td>
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