



**Insurance Commission
of Western Australia**

Title	Business Services Officer	Classification	Level 2
Number	Generic	Group	Insurance Operations
Reports to	Business Services Coordinator	Division	Insurance Services
Supervises	0	Branch	Business Services

Commission Overview

The Insurance Commission of Western Australia (ICWA) is a Government Trading Enterprise that provides Motor Injury Insurance to Western Australian motorists and manages the RiskCover Fund, the self insurance arrangements of the Western Australian Government. The Insurance Commission also invests and manages funds to meet insurance liabilities, and advises Government on insurance.

Our Values

We are committed to a high performance culture which values accountability, professional integrity and respect.

Divisional Overview

The Insurance Services Division provides a range of support functions including:

- Disruption of fraud/corruption/misconduct through prevention, detection using a combination of; fraud analytics, assessment/intelligence, investigation and resolution; and
- Business services including document capture and business support.

Position Overview

Performs document and data capture services.

Position Responsibilities

- Performs and assists in the preparation, sorting, batching, indexing, referencing, exception handling and scanning of documents, and ensures document images meet Commission standards.
- Creates new claim records, and processes payments and service provider invoices.
- Liaises with and provides advice to Claims Officers and service providers to resolve payment issues.

- Maintains service provider account information and liaises with service providers where necessary.
 - Undertakes records management functions and maintains accurate offsite storage and retrieval records.
 - Provides input to Business Services policies and procedures.
 - Assists in business improvement initiatives and projects.
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Corporate Responsibilities

- Exhibits accountability, professional integrity and respect consistent with the Insurance Commission's Values and Code of Conduct, and the public sector Code of Ethics.
 - Ensures all correspondence is to a professional standard consistent with the style guide.
 - Performs other duties as directed.
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Work Related Requirements

Capability to:

1. Work with a customer service focus.
 2. Work collaboratively in a team.
 3. Communicate effectively.
 4. Maintain a high level of data entry accuracy.
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Pre-employment requirements

- A satisfactory National Police Clearance no more than six months old
 - 100 point identify check
 - Satisfactory evidence of Australian residency status or the right to work in Australia
 - Satisfactory evidence of essential qualifications or Professional Memberships (where applicable)
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Award/Agreement

Government Officers (Insurance Commission of Western Australia) Award 1987

Government Officers (Insurance Commission of Western Australia) General Agreement 2017

Certification

Approved by the delegated authority and registered on:

02 February 2018