



Senior Customer Service Officer

Teacher Registration

Position number	Generic
Agreement	Public Service and Government Officers CSA General Agreement 2017 (or as replaced)
Classification	Level 3
Reports to	Senior Consultant Customer Service (Level 6)
Direct reports	Nil

Context

The Teacher Registration Directorate is comprised of three branches, namely, Registration and Customer Services, Investigations and Compliance and Policy and Quality Assurance. The Directorate is responsible for providing secretariat services to the Teacher Registration Board of Western Australia. The Directorate supports the Board's mission of serving the public interest by ensuring that teachers are registered and teacher education programs are accredited in accordance with relevant legislation and in the best interests of children.

Visit trb.wa.gov.au to find out more information about the Teacher Registration Board.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

- Undertake administrative, reception and clerical duties, including answering incoming calls and emails, responding to customer enquiries as appropriate, completing data entry requirements, preparing correspondence and managing customer finances, including generation of invoices, receipts and processing of payments.
- Provide advice on, and deals with complex issues relating to customer service, while maintaining effective regulatory functions and ensuring compliance with relevant State and Commonwealth legislation and policy frameworks.
- Prioritise and prepare correspondence accurately and within established timeframes.
- Manage finance functions including maintaining and balancing onsite cash holdings, reconciling inward payments and weekly banking.
- Maintain confidentiality relating to both applicant and customer information and records.
- Provide advice and assistance to applicants, colleagues and stakeholders relating to registration policy and procedures in accordance with the Teacher Registration Act 2012 and functions and services of the TRBWA.
- Assist in processing criminal records checks by undertaking interviews with teachers to validate identity and carries out associated duties.

- Maintains statistics and assesses and contributes to the review of policies, procedures and processes.
- Identify trends and emerging issues as well as potential areas of risk impacting upon delivery of customer services and liaises with the Senior Consultant Customer Service for an appropriate resolution.

Selection criteria

1. Demonstrated experience in applying record management procedures and policies, and working within legislative, regulatory and compliance frameworks.
2. Demonstrated well developed verbal and written communication skills with an ability to liaise with individuals at all levels and provide an effective customer focused service.
3. Demonstrated well developed interpersonal skills, including the ability to build and maintain effective working relationships.
4. Demonstrated well developed computer application skills.

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 20 August 2019
Reference D19/0370613