



## Contact Centre Team Leader

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| <b>Branch:</b>            | Customer Contact Centre Cannington                      |
| <b>Directorate:</b>       | Driver and Vehicle Services                             |
| <b>Position Number:</b>   | 00022293  |
| <b>Classification:</b>    | Level 4   |
| <b>Physical Location:</b> | Cannington  |
| <b>Award/Agreement:</b>   | Public Service Award & Public Sector CSA Agreement 2019 |

Department of Transport's vision is to have the best integrated and intelligent transport services and solutions for the State. We provide and enable safe, accessible and efficient movement for the economic and social prosperity of Western Australia.

The Department forms part of the Transport portfolio and includes Main Roads WA and the Public Transport Authority.

### Our Values:

We welcome [Fresh Thinking](#) and finding better ways of working

We set [Clear Direction](#) and have the courage to follow through

We work together to deliver [Excellent Service](#)

We make things happen through our [Great People](#)

Department of Transport (DoT) is an equal opportunity employer and embraces diversity as we believe the best services come from a workplace in which varied viewpoints are welcomed and encouraged.

## Overview of Directorate

Driver and Vehicle Services (DVS) is responsible for administering all aspects of driver and vehicle licensing in accordance with Western Australia's 'road law' as defined in the *Road Traffic (Administration) Act 2008* and subsidiary Regulations.

DVS has one of the greatest number of interactions with the public of any State Government Agency. Managing licensing functions for over 1.8 million WA registered drivers and 2.8 million WA registered vehicles. To ensure the safety of the users and vehicles on WA's expansive road network, DVS works in partnership with other agencies to ensure that mobility on WA roads is efficient and free flowing. DVS is represented on State and National transport committees and councils to ensure that Western Australian transport policy objectives and road safety programs are facilitated and achieved utilising an effective, collaborative and consultative approach.

The DVS mission is Safe Drivers, Safe Vehicles, Secure Identities, and Quality Service.



## Overall Purpose of the Role

- Supervises the day to day activities and tasks of Contact Centre staff to ensure a timely, effective and efficient service is provided and maintained to customers of the DVS Contact Centre.
- Provides a quality customer service to ensure the departments Customer Service Charter, KPI's and modern business practices are maintained.
- Assists and supports the Operations Manager with the implementation, monitoring and reporting of performance targets.

## Work Description

1. Effectively and efficiently supervises and manages the day to day activities and tasks of Contact Centre staff to ensure a timely, effective and efficient service is provided to customers of the DVS Contact Centre.
2. Identifies training needs and ensures effective training and development of Contact Centre Consultants is provided.
3. Provides a quality customer service to ensure the departments Customer Service Charter, KPI's and modern business practices are maintained.
4. Oversees and monitors call effectiveness and provides recommendations to the Operations Manager on suggested improvements and changes to customer demands and expectations.
5. Provides input and participates in the identification, review, development and adaptation of policies, strategies and procedures.
6. Assists the Operations Manager and the Contact Centre Manager with the implementation, monitoring and reporting of performance targets.
7. Participates and assists with the review and development of the centre's business plan and related policies, strategies and procedures.
8. Responds to correspondence and telephone enquiries that are of a more sensitive and contentious nature and assists the Operations Manager with the drafting of reports, briefing papers, Ministerial correspondence and other written material.
9. Operates within the Department's Corporate Governance Framework, policies and procedures.
10. Establishes effective and collaborative communication relationships with their team, Contact Centre staff and other internal and external stakeholders.
11. Ensures the integrity and confidentiality of the information in the relevant computer systems is maintained and accurate.
12. Undertakes other duties as requested.



## Work related requirements

The following criteria are to be applied within the context of this position, which includes alignment to the Department's values.

### Criteria

#### ESSENTIAL:

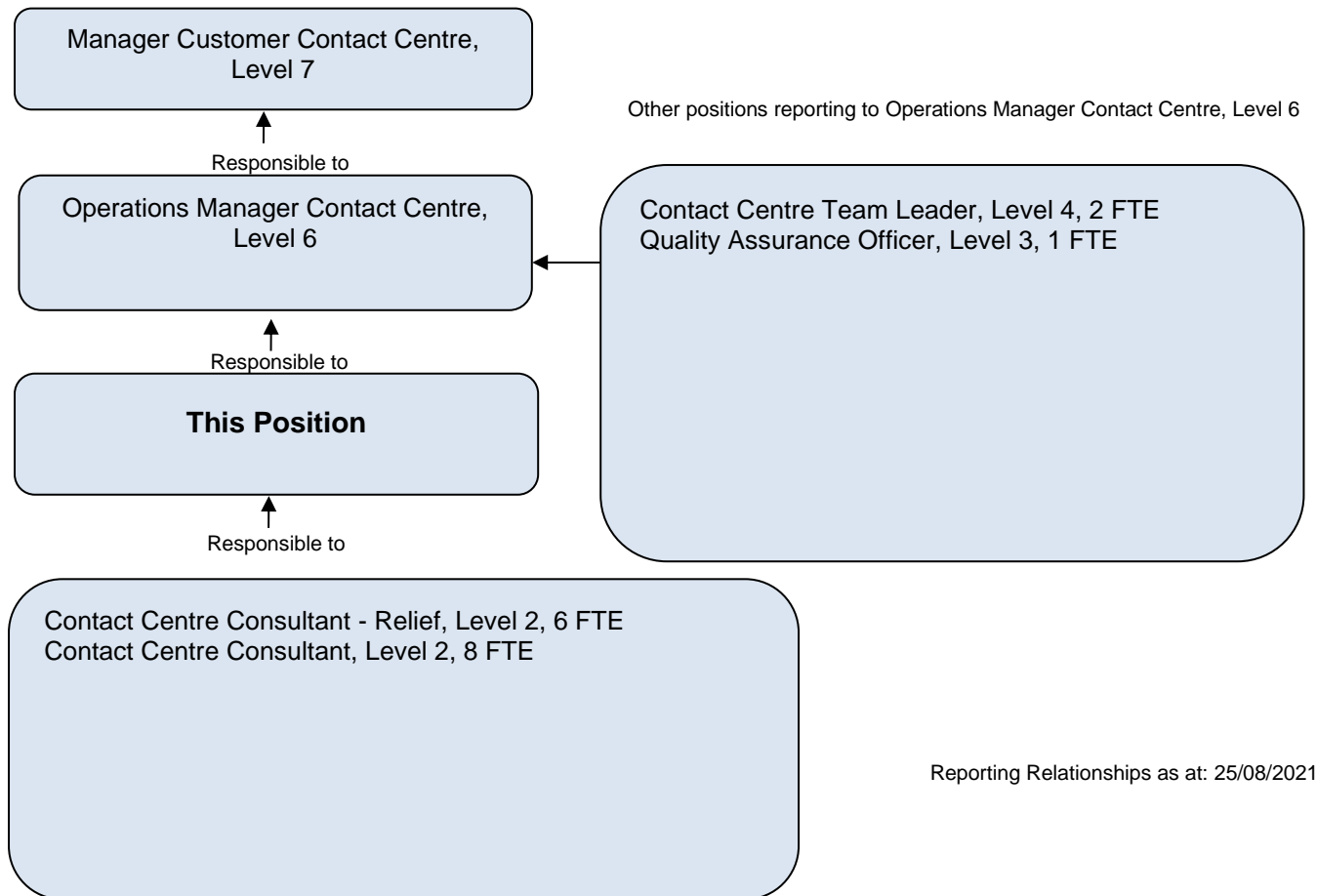
1. Demonstrated experience in leading and supervising a diverse team within a complex and high-volume customer service environment, whilst inspiring, motivating, and developing the team's talents.
2. Experience in coaching and mentoring staff to meet Key Results Areas (KRA) and Key Performance Indicators (KPI).
3. Proven ability to build and foster relationships with teams, colleagues, key stakeholders and customers.
4. Well-developed verbal, written and interpersonal communication skills, with the ability to liaise, consult and negotiate with a variety of individuals.
5. Well-developed conceptual and analytical skills with the ability to solve problems.
6. A passion for customer service with the ability to motivate staff to foster high morale within a contact centre environment.

#### DESIRABLE:

1. Knowledge of a various Acts, Regulations, Polices and Procedures relating to Driver and Motor Vehicle licensing.



## Reporting Relationships



## Allowances/Special Conditions

- A current national police clearance certificate incorporating criminal and traffic convictions and infringements is required for this position.

## Certification

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

**Executive Director  
People and Culture**