



Customer Contact Officer - Level 2 (MIS21137)

Group:	Service Delivery	Location:	R-Kalgoorlie
Division/Directorate:	Customer Information	Supervises:	0
Branch:	Customer Service	Reports to:	Coordinator Customer Services
Section:	Regional Services		

Operational Context

Within the Industry Regulation and Consumer Protection Group, the Retail and Services Directorate is responsible for directing community education, dispute conciliation, compliance and enforcement to effectively detect, deter and remedy improper practices relating to retail and service industries by the Consumer Protection Division.

Role Overview

This position is part of the Aboriginal Employment Program (AEP) and is aligned to our Aboriginal Employment Strategy and Reconciliation Action Plan (RAP). This program is a diversity initiative to increase the workforce representation of Aboriginal and Torres Strait Islander people at DMIRS. The Customer Contact Officer works as part of a team in the Customer Service Team and is often the first point of contact by which individuals and businesses seek advice and assistance. This role is vital to the Customer Information Directorate, helping deliver information to customers who contact the department by telephone, email and in person. To support and encourage a customer service culture the Customer Contact Officer delivers outstanding customer service and displays a high level of professionalism.

Role Responsibilities

(The following outlines the key responsibilities and duties related to this position)

- Provide excellent customer service.
- Identify and assess individual circumstances and provide relevant information.
- Deliver consistent, accurate and timely information in a demanding environment.
- Accurately record and source information using technology and software applications.
- Participate actively in team discussions, coaching and training sessions and support the development of ongoing improvement processes.
- Work within, and apply a wide range of legislation, policy and guidelines to ensure appropriate standards are met.

Corporate Responsibilities

(The following outlines departmental responsibilities)

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- Performs other duties as directed.
- Takes reasonable care to protect your own safety and health at work, and that of others by co-operating with the safety and health policies and procedures of the department and complying with all provisions of the Occupational Safety and Health Act 1984.

Role specific requirements

(The following outlines what experience and qualifications are required to fulfil this role)

- Confirmation of Aboriginality.
- Proven ability to identify and find solutions to meet customer needs.
- Experienced in using websites, computers and knowledge bases to locate and retrieve information.
- Demonstrated ability to work within given time-frames.
- Experienced in interpreting and applying policies, guidelines and/or legislation.

Capabilities Required

(The following outlines the behaviours required to be demonstrated to perform this role)

- Meets objectives, follows up to ensure work is finalised.
 - Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service.
 - Adheres to the Code of Conduct and behaves in an honest, professional and ethical way.
 - Clearly explains information using language appropriate to the audience.
 - Works collaboratively with team members and external stakeholders and treats people with respect and courtesy.
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This position reports to:

Coordinator Customer Services

Position No: MIS19337 Classification: L5

Positions reporting to this Role:

This position has no direct reports

Position Conditions:

(The following outlines pre-employment assessments and ongoing conditions and requirements)

- National Police Check

Approved Date

01-NOV-2021