



Job Description Form

008174 Customer Service Officer

Magistrates Court and Tribunals

Position details

Classification Level: 2

Award/Agreement: PSA 1992 / Public Service CSA Agreement
(and subsequent agreement/s)

Position Status: Permanent

Organisation Unit: Court and Tribunal Services, Magistrates Court and Tribunals

Physical Location: Magistrates Court of Western Australia, Kalgoorlie

Reporting relationships

Responsible to: 3183 Supervising Customer Service Officer - Level 3

This position: 008174 Customer Service Officer - Level 2

Direct reports: NIL

Overview of the position

The Magistrates Court and Tribunals is accountable for:

Output 1: Judiciary and judicial support

Output 2: Case processing

Output 3: Enforcement of criminal and civil court orders

Output 4: Enhance Aboriginal services throughout the state

The Customer Service Officer is responsible for providing quality customer service to all internal and external customers of the Magistrates Court of Western Australia. They provide an advisory service to all internal and external customers in relation to practices and procedures of the Magistrates Court of Western Australia and provides support services to the magistrate in and out of Court.

On occasion the incumbent of this position may be required to accompany the judicial officer on circuit within the region travelling by vehicle or aircraft. They may also be required to perform relieving duties at other court locations within the various regions.

Job description

As part of the Magistrates Court of WA – Kalgoorlie team, the successful applicant will be expected to:

- Always consider the unique risks associated with the Department's activities when undertaking all duties
- Communicate effectively, model integrity and respect in all interactions
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity
- Operate within the Department's chain of command to coordinate activities required to meet the Department's strategic objectives
- Work collaboratively with staff in other directorates and within the division to achieve common goals and best practice and facilitate business improvements as appropriate, demonstrated analytical problem solving skills, customer focus and alignment with Departmental strategic objectives
- Drive and support organisational change and continuous improvement by actively contributing to achieve the Department's vision, mission and priorities
- Support cultural and management reforms within the Department.

Role specific responsibilities

- Ensures delivery of quality advice, information and assistance to internal and external customers of the court including the managers of civil and criminal case processing and judicial officers.
- Provides clerical support to judicial officers including preparation of legal documentation and maintaining appointments and schedules.
- Undertakes case related research for judicial officers.
- Assists judicial officers in court to perform court functions.
- Provides secretarial services for judicial officers and managers of civil and criminal case processing.
- Attends at counter and provides a telephone service to customers of the court.
- Attends to less complex enquiries in person or by telephone in relation to court practices and procedures.
- Interviews clients on confidential matters.
- Assists with support services for the court including the provision of interpreters and child minding services.
- Liaises with magistrates, legal counsel, police and court users.
- Processes and distributes electronic mail as necessary.
- Deals with court documentation and enquiries and drafts correspondence.
- Prepares and checks court and agency related documents.
- Prepares court accounting information.

- Maintains statistics and other information for management purposes.
- Retrieves and directs court files for the attention of other court personnel.
- Other duties as required in accordance with strategic objectives, business plans, local workload priorities and performance management plans.

Job related requirements

In the context of the role specific responsibilities, the ability to demonstrate the following skills, knowledge and experience are required:

Shapes and Manages Strategy

The ability to understand the Department's values and objectives how they are relevant in assigned work, and to work under direct supervision to meet timelines and priorities.

Achieve Results

The ability to see tasks through to completion; rescheduling and reorganising work to reflect changes in priority. Applies own expertise to work tasks, learn new products and services and maintain accurate records and file.

Builds Productive Relationships

The capacity to respond under direction to changes in client needs and expectations, manage progress and keeps clients informed and provide prompt and courteous service, as well as the capacity to recognise the value of individual differences and work styles.

Exemplifies Personal Integrity and Self-Awareness

A demonstrated commitment to adhere to the Code of Conduct, behave honestly and ethically. Applies self to meet objectives, stay calm and professional under pressure, and provide accurate information to others. Provides accurate information, checks and confirms accuracy prior to release. Acknowledges mistakes and learns from them, and seeks guidance and advice when required.

Communicates and Influences Effectively

The ability to explain information using language appropriate to the client while limiting the use of jargon, listen and ask questions to ensure understanding and to confirm that the message has been understood and to discuss issues calmly.

Special requirements/equipment

- Is required to travel and provide judicial support to the magistrate throughout various regions by road or light aircraft; and
- May be directed to work at any court location within the various regions.

Certification

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

Director, Magistrates Court and Tribunals

Signature: _____ Date: 18 June 2021

HR certification date: June 2021