

# JOB ROLE STATEMENT

## CUSTOMER SERVICES MANAGER LEVEL 4

DIRECTORATE  
BRANCH

CENTRAL AND NORTHERN REGIONS  
GOLDFIELDS - ESPERANCE

CATEGORY 1  
POSITION NO P0070457

### KEY RESPONSIBILITIES

Manage customer services and communications across the Region. Develop a Stakeholder Engagement Plan and facilitate its implementation. Develop and implement initiatives and programs for effective and efficient management of customer services and communications. Co-ordinate updates to the Region's webpage.

### KEY DELIVERIES

#### Customer Services Management

- Manage customer services, including the timely resolution of customer enquiries, concerns and related Ministerial correspondence.
- Facilitate community engagement projects.
- Develop and manage the dissemination of public information to customers and stakeholders on services provided by Main Roads.
- Manage the delivery of communications during an incident in collaborations with the Incident Manager.
- Provide management support in the event of a major incident, including timely and complete information on incident management status and related advice.
- Co-ordinate updates to the Region's webpage, road condition reporting system and incident management status and the provision of advice to customers and stakeholders.
- Manage the review and processing of customer claims for property damage including flood damage.
- Manage the development, maintenance, improvement and integration of customer service initiatives, systems, processes and related tools in collaboration with the Strategy and Communications (S&C) Directorate.
- Manage the collection, review and application of customer feedback to improve customer services and communications.
- Identify and analyse customer trends and emerging issues and develop initiatives to address the discovered insights.
- Manage the Local Government Regional Road Group Program, where relevant.
- Contribute to the development and achievement of the Region's Business Plan.
- Facilitate customer service related training to regional staff.

#### Stakeholder Engagement

- Develop a Stakeholder Engagement Plan and facilitate its implementation.
- Promote Main Roads' activities and events in the Region through communication channels such as regional webpage, digital communications and social media to increase customer and stakeholder awareness and support.
- Provide advice and support to Project Managers in developing stakeholder engagement plans for the Region projects.

#### Traffic Management and Road Safety

- Contribute to review and improvement of the Region's Incident Management Plan (IMP).
- Contribute to traffic and safety and roadside environment in the Region by providing road network related updates and initiatives to the local RoadWise representative for inclusion into the RoadWise Program.
- Co-ordinate the provision of information on road closures as requested by the approved Incident Manager and update of the Incident Management System (IMS) and Integrated Road Information System (IRIS).
- Contribute to the development, maintenance and improvement of traffic and road safety processes and systems.

#### Stakeholder Relationships

- Liaise with, and provide advice to customers, stakeholders, other community groups, media and Local Government.
- Professionally collaborate with the media organisations which promote civil projects undertaken by Main Roads.
- Build and enhance working relationships with the S&C Directorate inclusive of the Customer Information Centre team and other regions' customer service staff.
- Build and maintain professional working relationships with the members of the Regional Maintenance Contract.

### SAFETY, HEALTH AND WELLBEING (SHW)

Responsible for active participation and performance to SHW standards as detailed by the Main Roads' Safety, Health and Wellbeing (SHW) Management System - refer to "SHW Roles and Responsibilities Procedure" on 'iRoads' intranet.

### LOCATION

Main Roads is a regionalised organisation with key delivery centres operating from the Kimberley to the Great Southern regions, including the metropolitan area. The incumbent of this position may be required to undertake a role in a region for a period of time.

### DYNAMIC RESOURCING

The incumbent of the position may be required to perform any other role within the incumbent's level of skill, competence and responsibility as directed by the Managing Director of Main Roads to meet the organisation's objectives and the incumbent's development.

### REPORTING RELATIONSHIPS

This position reports to:

(A) TITLE AND LEVEL  
NETWORK MANAGER

LEVEL 7

POSITION NO  
P0061693

