



Customer Service Operator

POSITION DESCRIPTION FORM

Region / Portfolio / Directorate:

State Intelligence and Command

District / Branch:

State Communications Division

Work Unit:

Police Assistance Centre

Position Description Number:

Generic 88

Rank / Level / Band:

Level 2

Employment Conditions

Industrial Agreement/Award: Current PSA PSCSAA and Agency Specific Agreement

Work Pattern: Shift work: As per relevant industrial agreement

May be required to work additional hours outside rostered shifts to meet operational requirements

Location: State Communications Division primary location (Midland) however, subject to operational requirements, may be required to work from an alternate backup facility (Cannington).

Position Objective

Contributes to the provision of an efficient and effective law enforcement customer service by responding to telephone calls from the community, including calls to 131444 and other general customer service lines; "000", security monitoring centres and other urgent lines; Crime Stoppers; police stations and; requests for assistance from St Johns Ambulance and the Fire and Emergency Services Authority of Western Australia (WA).

Role of Work Unit

The Police Assistance Centre (PAC) operates 24 hours a day seven days a week, answering 131444 and 000 calls from members of the public and are the first point of contact for members of the public who require police assistance either for inquiries, reporting offences or requesting police attendance.

Reporting Relationships

This position reports to:

- Team Leader, Level 4

Direct reports to this position include:

- Nil

Total number of positions under control: Nil

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Key Accountabilities

1 Customer Service (60-95%)

- 1.1 Receives incoming telephone calls and assesses the required response by utilising effective verbal fact finding and referring to the PCC Knowledgebase (KB).
- 1.2 Utilises the KB to determine the need for and the associated prioritisation of police attendance at incidents.
- 1.3 Initiates a CAD incident where an immediate police response is required, assigning appropriate incident type and priority level based on the KB and business rules and forwards to a Police Operations Centre dispatcher.
- 1.4 Minimises complaints and meets public expectations to establish and maintain a positive rapport with callers through a professional demeanour and approach, whilst at all times having regard for people who may be under duress or in a distressed condition.
- 1.5 Advises the Team Leader when high-risk incidents are reported to ensure an appropriate response is provided, including those involving other agencies.
- 1.6 Completes incident reports and information reports and questions callers to obtain necessary information to accurately complete reports in the first instance, as directed by the KB.
- 1.7 Conducts follow-up inquiries as required in relation to calls received and updates/amends CAD incident as necessary.
- 1.8 Receives communications from priority areas using dedicated in-dial services including the Perth and Jandakot Airports, the Department of Corrective Services, Media Services and the State Emergency Services.

2 Data Entry and Support (0-40%)

- 2.1 Enters information from incident reports transmitted by officers on the front-line or members of the public into various Western Australia Police Force (WA Police Force) recording systems including IMS.
- 2.2 Ensures data is updated completely, accurately and in a timely and efficient manner.
- 2.3 Identifies anomalies on completed forms and initiates corrective action.
- 2.4 Identifies and initiates updates to the KB.
- 2.5 Assists with the induction of new staff by providing training in the use of relevant systems.
- 2.6 Provides evidence in Court as required.

3 Other (5%)

- 3.1 Understands and complies with information security policies and procedures to ensure information holdings/systems are kept confidential and utilised accurately and reliably
- 3.2 Undertakes other duties as directed.

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Specialist Prerequisite(s)

It is a requirement of this position that applicants undertake a psychological assessment to determine their suitability, and as an incumbent, agree to undergo periodical psychological assessments, as required.

Work Related Requirements

Essential

Context in which work related requirements will be applied and or general standard expected.

Communication skills

Conversing clearly and concisely with members of the general public, WA Police Force personnel and other emergency service organisations often in stressful and difficult situations. Effective powers of concentration. Conveying factual information. Accurately recording information provided verbally.

Interpersonal skills

Interacting with customers ensuring the provision of an efficient and effective customer service. Understanding customer needs. Attending to difficult and sometimes emotive situations whilst remaining professional and calm under pressure. Working in a call centre environment.

Physical requirements

Good visual acuity and high quality hearing.

Ability to understand and interpret legislation, policies and standard operating procedures

Understanding and interpreting legislation, policies and procedures including Standard Operating Procedures. Knowledgebase, WA Police Force Manuals and current legislation.

Team Work skills

Participating in a team environment. Developing and behaving professionally with other staff. Contributing effectively to the operations of the team. Possessing a high level of commitment towards working in a team environment.

Computer skills

Typing speed and accuracy, accessing and updating information.

Problem Solving skills

Verbal fact-finding skills. Assessing issues over the telephone. Making judgements.

Organisational skills

Assessing and facilitating tasking priority situations promptly and accurately. Spontaneous decision-making.

Desirable

Experience in a contact centre or similar working environment.

Knowledge of the WA Police Force structure, objectives and functions.

Capability Framework

The framework is intended to support staff and supervisors through the performance cycle and identify core competencies relevant to the rank and/or classification level.

Certification

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

Position Title and Work Unit	Name	Date
Workforce Officer, Organisational Design & Analysis	Pamela Soares	03/08/2020
Superintendent, State Communications Division	Darren Seivwright	04/08/2020
A/Assistant Commissioner, State Intelligence and Command	Paul Dallimore	04/08/2020