



Customer Contact Officer - Level 2 (MIS22216)

Group:	Industry Regulation and Consumer Protection	Location:	Cannington
Division/Directorate:	Customer Information	Supervises:	0
Branch:	Contact Centre - Safety, Building and Energy	Reports to:	Team Leader
Section:	NA		

Operational Context

Within the Service Delivery Division, the Customer Information Directorate is responsible for providing frontline customer centric service and information that is outward-facing, streamlined and responsive to meet the needs of DMIRS customers. The Customer Information Directorate is responsible for ensuring DMIRS is customer focused and engages effectively with the community, businesses and stakeholders.

Role Overview

The Customer Contact Officer works as part of a team in the Contact Centre 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 and advice 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 applicable work health and safety laws.

Role specific requirements

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

- 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.

This position reports to:

Team Leader

Position No: 00016410

Classification: L4

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

26-OCT-2022