



Magistrates Court, Children's Court, Coroners Court, Criminal Injuries Compensation and Prisoner Review Board

Customer Service Officer - Level 2 Pool - Job Application Kit

Thank you for your interest in working at the Department of Justice, Court and Tribunal Services Division. This guide includes information about the advertised Customer Service Officer roles and the recruitment and selection process to help prepare your application.

About Us

Court and Tribunal Services administers Court locations across Western Australia. We are also responsible for managing several tribunals and boards, the Sheriff's Office and providing services to victims of crime and children engaged in the justice system.

The Department's goal is to provide an efficient, accessible court and tribunal system. We provide professional services to diverse client groups through effective communication and making services relevant, responsive, accessible, accurate and fair.

We have a regular requirement to fill a variety of customer service roles within the Magistrates Court and Tribunals Directorate (Magistrates Court, Children's Court, Coroners Court, Criminal Injuries Compensation and Prisoner Review Board) that are critical in providing first class customer and advisory services on court practices and procedures to clients, as well as a comprehensive administrative court support.

Positions are located in Perth Metropolitan Area and will be offered on a fixed term basis, with the possibility of extensions and/or permanency.

We use recruitment pools to build a bank of talented people who might be suited to future opportunities within the Directorate.

About you

We are looking for people with excellent customer service, strong communication skills. You will play a vital role in ensuring the delivery of information and advice with customer service being the key focus of all our positions. You must be able to provide high levels of customer service to a diverse range of people.

Essentially we are looking for people who can demonstrate:

- excellent customer service;
- an ability to communicate clearly and confidently both verbally and in writing with a diverse range of people;
- An ability to learn how to interpret and apply legislation, policies and procedures.
- an ability to work well with technology and competently operate a range of computer systems;
- great team working abilities.



- being punctual and reliable; and
- an ability to work ethically and within the boundaries of legislation and policy.

The Roles

Our recruitment process will be used to fill a variety of positions across the Magistrates Court, Children's Court, Coroners Court, Criminal Injuries Compensation and Prisoner Review Board jurisdictions. Customer Service Officers will be trained in a variety of administrative, registry and judicial support functions and may be required to move between area based on operational requirements

Customer Service Officer/Case Management Officers

Ensure the delivery of quality information and assistance to internal and external customers of the court.

Services required to undertake include:

- Providing front counter and telephone services to customers of the court and tribunal.
- Receive and examining documents to be filed in the Courts or tribunal for compliance with legislation, policy and procedure and liaising with the appropriate sections of the Court or tribunal with regard to progressing applications.
- Data entry including lodging documents into the court database.
- Accurately updating and maintaining the court database as required.
- Receiving fees and balancing funds at the end of each day in compliance with legislation, Departmental policy, practice and procedure.
- Dealing with court correspondence including email and complex court documentation.
- preparing and maintaining case files for hearings.
- assisting judicial officers in court to perform court functions.
- Listing matters for mediation and court hearings.

Job Related Requirements

The job related requirements (selection criteria) will be used to assess your suitability in relation to the role specific responsibilities and the key attributes we are looking for are:

| Job Related Requirement | How it applies to the role |
|------------------------------------|---|
| Shapes and Manages Strategy | <ul style="list-style-type: none">• Understands business values and objectives and can explain how they are relevant to their work.• Works under direct supervision to meet timelines and priorities.• Applies legislation, workplace policies and procedures to accomplish task. |
| Achieves Results | <ul style="list-style-type: none">• Reschedules and reorganises work to reflect changes in priority |



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| | <ul style="list-style-type: none">• Applies and develops capabilities to meet performance expectations, demonstrates knowledge of new programs, products or services relevant to the position• Maintains accurate records and files• Sees tasks through to completion |
| Builds Productive Relationships | <ul style="list-style-type: none">• Responds under direction to changes in client needs and expectations, manages progress and keeps clients informed, provides prompt and courteous service• Recognises the value of individual differences and understands that others may work in different ways |
| Exemplifies Personal Integrity and Self Awareness | <ul style="list-style-type: none">• Adheres to the Code of Conduct and behaves in an honest, professional and ethical way• Provides accurate information, checks and confirms accuracy prior to release• Gets on with the job and applies self to meet objectives, follows up to ensure work is finalised• Stays calm under pressure, does not react personally to criticism• Agrees on performance levels with Team Leader, seeks Team Leader feedback and responds to guidance |
| Communicates and Influences Effectively | <ul style="list-style-type: none">• Limits the use of jargon, explains information using language appropriate to the client.• Listens and asks questions to ensure understanding, checks own communication has been understood.• Discusses issues thoughtfully without getting aggressive |

The Application Process

There are a number of steps in our selection process. Each stage will assess your suitability against the job-related requirements in the context of the positions we are seeking to fill. We may use a variety of selection methods to assess your suitability for the role.

Please note, we may alter assessment methods depending on business needs or operational changes due to COVID-19.

Eligibility Check

For a Permanent appointment with the Department, you must be:

- An Australian citizen; or
- A Permanent Resident of Australia (as defined by the Commonwealth Immigration Act).



For an appointment on a fixed term basis by the Department, you must be:

- An Australian citizen;
- A Permanent Resident of Australia (as defined by the Commonwealth Immigration Act); or
- Hold a relevant work visa.

If you are not an Australian citizen/permanent resident and don't hold a work visa, you must obtain this at your own expense before commencing employment. If you are successful in the application process, we will require you to provide a copy of your work visa to confirm your right to work in Australia. Refer to the Department of Immigration and Citizenship website for information about visas and associated immigration issues.

All employees are required to undergo employment screening, which includes a National Criminal History Check and other checks that may be relevant to the position requirements. This will be at the cost of the Department and will be completed before you start work with the Department.

Some positions may also require a Working with Children check.

Online Application

All applications need to be submitted online and must include a current resume and information requested in the advertisement. Please refer to the specific instructions located in the 'How to Apply' section of the advertisement, to ensure you address the relevant requirements in your application.

Your current resume should include:

- Personal and contact details (including email address);
- Relevant training and qualifications;
- Paid or unpaid work history (and any community involvement), highlighting your experience and achievements most relevant to the role you are applying for;
- **Details of two referees with their correct contact details, including an email address. This is important as we contact referees via email as part of our selection process.**
 - Please ensure at least one referee is your current or recent supervisor/line manager, you advise them that they have been nominated as a referee and that they should expect to be contacted at any time during the selection process.

Skills Based Assessment

If your written application is shortlisted, you may be required to undertake a skills-based assessment. Assessments may include tests designed to assess your written communication skills, comprehension, data entry, accuracy and multi-tasking abilities.



Interview

We may contact you to arrange an interview. The interview will consist of a number of questions relevant to the job-related requirements and will take approximately twenty minutes.

Reference Checks

We contact two referees as part of our selection process. At least one referee must be your current or recent line supervisor/manager.

Outcome of application

All applicants will be advised of the outcome of their application in writing at the conclusion of the recruitment and selection process. Unsuccessful applicants will be provided with the contact details of the person from whom they can seek feedback on their applications. Applicants are encouraged to seek feedback during the review period, as it can assist in preparing future applications

The Public Sector Management (Breaches of Public Sector Standards) Regulations 2005 makes provisions for unsuccessful applicants to lodge a breach of standards claim against the recruitment and selection process during the review period. A breach of standards claim can only be made against the recruitment and selection process and not against a decision to appoint from the pool.

It is important to note if you are appointed to a pool, you are not deemed an employee (if external to the public sector), nor promoted (if an existing public sector employee), until you are appointed to a specific position. This may be permanent or temporary, however an appointment is not guaranteed.

What the Department of Justice offers to employees

Diversity

The Department of Justice supports a diverse workforce at all levels and encourages people from diverse backgrounds to apply. The Department upholds a working environment that is free from discrimination in accordance with Equal Opportunity legislation.

Flexible work arrangements:

- Full time employment
- Family-friendly work conditions;
- Flexible start and finish times; and
- Access to flexi days off.

Note: these options may not be available in all positions and will depend on the business area needs and operational requirements.

Learning and development

All Department employees are provided with on-the-job training and have access to a variety of training courses to develop their skills and knowledge.

Leave benefits



The following apply, per calendar year, to a person employed on a full-time basis:

- 23 days paid leave per year;
- Parental leave - 14 weeks paid and up to 38 weeks unpaid;
- Grandparental leave - up to 52 weeks unpaid leave;
- Opportunity to purchase up to 10 weeks additional leave each year;
- Up to 15 days personal leave per year (includes carers' leave); and
- 13 weeks paid long service leave for every seven years' service.

Additional benefits

- Salary packaging, to minimise the tax you pay;
- Employer superannuation contributions;
- Graduated salary increments; and
- Psychological counselling (personal and work related) through the Employee Assistance Program for staff and their families.

More information

If you would like to know more about the work Court and Tribunal Services do, please visit our website www.wa.gov.au/organisation/department-of-justice.

If you would like to know more about the roles on offer please contact the people listed in our job advertisement for a confidential discussion.

If you have queries about the recruitment process please contact the nominated contact person contained in the job advertisement.