



Customer Advocate - Level 4 (MIS23184)

Group:	Industry Regulation and Consumer Protection	Location:	Perth
Division/Directorate:	Conciliation and Services	Supervises:	0
Branch:	Conciliation and Trader Intervention	Reports to:	Principal Customer Advocate
Section:	NA		

Operational Context

The Consumer Protection Division is responsible for promoting fair trading and consumer protection in Western Australia. Conciliation and Trader Intervention is responsible for undertaking activities to help businesses and consumers resolve disputes, and to remedy improper practices that impact consumers.

Role Overview

This position works under direction alongside vulnerable customers and those facing significant challenges to understand their rights and responsibilities. It facilitates and supports access to consumer protection services and provides impartial advocacy for individuals to ensure equitable access to resolution processes specific to their needs.

Role Responsibilities

The following outlines the key responsibilities and duties related to this position:

- Participates in the research, development and review of internal policies, procedures and guidelines concerning consumer education, dispute resolution, and customer advocacy to ensure ongoing improvement in Conciliation and Trader Intervention.
- Provides support to the management of individual cases by working directly with individuals, traders and other agencies to reduce the barriers to engagement with consumer protection services.
- Works under direction to connect individuals with appropriate services in other agencies including government, Legal Aid and community advocacy groups and facilitates access to those services.
- Builds an understanding of emerging customer issues and consumer protection trends and supports management in addressing barriers and systemic issues.
- Provides quality conciliation service to customers using a range of communication mediums (e.g. phone, email, letter or face to face).
- Negotiates the resolution of disputes between consumers and traders, attempting to reach an outcome that is fair, equitable and acceptable to both parties.
- Manages time efficiently to ensure that customer complaints are dealt with and desired outcomes are achieved in a timely manner.
- Establishes and maintains effective communication with a diverse audience, including internal and external stakeholders.
- Carries out trader intervention activities to improve compliance and assist problem traders to correct improper business practices.

Corporate Responsibilities

The following outlines departmental responsibilities:

- Works within corporate policies and procedures, acts with integrity and demonstrates ethical behaviours aligned with the Department Code of Conduct.
- 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.
- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Performs other duties as directed.

Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- Demonstrated analytical and problem-solving skills with the ability to identify ways to improve processes.
- Demonstrated experience in conducting research, including collecting, collating, organising and presenting meaningful information.
- Demonstrated customer service skills and ability to listen effectively to negotiate and develop practical and innovative solutions to resolve disputes.
- Demonstrated oral and written communication skills with experience liaising with a diverse range of people and preparing reports and correspondence on a range of matters.

Capabilities Required

The following outlines the behaviours required to be demonstrated to perform this role:

- Takes responsibility for completion of work and seeks guidance when required; identifies risks and takes initiative to progress work when required.

- Shares information with own team, seeks input from others, contributes to team discussions and ensures others are kept informed.
 - Adheres to the Code of Conduct, acts with integrity and behaves in an honest, professional and ethical way.
 - Draws on information from a range of sources, uses common sense to analyse what information is important.
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This position reports to:

Principal Customer Advocate

Position No: 00017662

Classification: L6

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

31-OCT-2023