

# Role Statement



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<b>Position title:</b>	Concierge Officer
<b>Position number:</b>	40001431
<b>Salary and Level:</b>	Level 3 PSCSAA 2022
<b>Reports to:</b>	Manager Customer Services
<b>Direct reports:</b>	None

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## The organisation

Lotterywest is the only State Government owned and operated lottery in Australia, where all the available profit is returned to Western Australians through community and statutory grants. Lotterywest has supported the Western Australian community for over 90 years. Its vision is to 'build a better Western Australia together.'

Lotterywest is the employing agency for Healthway, which is the only State Government agency dedicated to health promotion. For over 30 years Healthway has been providing grant funding to sport, arts and racing organisations, community activities, and to health promotion projects and research. Healthway's vision is for a 'healthy and more active Western Australia.'

## About the business unit

We exist to benefit our community by offering Western Australians an opportunity to dream safely and securely. We manage our local and national lotto games, our channels and service our customers by operating in a fast-paced collaborative environment that values creative problem solving, inclusiveness, authenticity, and adaptability. We put people before profit; we design for our customers; we believe our brand is bigger than us. We embrace uncertainty, we tackle things together and help each other grow.

## Key focus areas of the position

Reporting to the Manager Customer Services, the Concierge Officer delivers a range of professional front of house services for our business and a great customer experience for our internal and external customers including: players, grant customers, retailers, suppliers, business partners and stakeholders.

The Concierge Officer is the face of Lotterywest and Healthway and is responsible for providing our customers with an outstanding experience when visiting Lotterywest and Healthway, understanding and meeting their expectations and directing them to the appropriate business area in a proactive, engaging and welcoming manner. The role has the following key areas of focus:

- Outstanding customer experience
- Service excellence
- Effective front of house operations
- Customer relationship management
- Resolution of customer complaints and issues

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## Key responsibilities

- Delivers professional, and high quality front of house customer services for all of our internal and external customers including: players, grant customers, retailers and suppliers, business partners and stakeholders
- Meets and greets customers in a professional and friendly manner, anticipating, identifying and managing their needs, ensuring excellent services are provided
- Contributes to the development, evaluation and improvement of processes to support innovative and customer focused service and support initiatives to meet customer expectations
- Proactively discerns, prioritises and escalates complaints and issues, and contributes to the effective resolution of issues affecting customers or relating to Lotterywest business processes
- Develops effective relationships with customers to support and improve quality service delivery
- Understands our business and interactions across the organisation in order to deliver information and advice to customers
- Provides support to the Senior Managers, General Managers and CEO as necessary, including assisting in the coordination of meeting rooms, catering and visitor management
- Undertakes other duties as required

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## Mandatory / special role requirements

- Police Clearance

## Essential selection criteria

1. Demonstrated communication skills with the ability to listen to customer needs, determine their requirements and confidently assist them
2. Demonstrated experience coordinating professional front line customer services and supporting a diverse customer base
3. Good interpersonal skills with the ability to develop and manage relationships with customers and stakeholders
4. Good problem solving skills with the ability to use initiative, organise and effectively prioritise tasks
5. Demonstrated experience working collaboratively across teams

Authorised by:



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**Ioannis Gerothanasis**

**Lotteries General Manager**

Date: 22 January 2024