



## Conciliation Officer - Level 3 (MIS24316)

<b>Group:</b>	Industry Regulation and Consumer Protection	<b>Location:</b>	Perth
<b>Division/Directorate:</b>	Conciliation and Services	<b>Supervises:</b>	0
<b>Branch:</b>	Conciliation and Trader Intervention	<b>Reports to:</b>	Principal Conciliation Officer
<b>Section:</b>	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

Under guidance, this position receives, triages and handles more complex disputes and non-routine matters relating to rights and obligations of parties under relevant consumer protection laws. Provides advice and facilitates the resolution of more complex disputes.

### Building Leadership Impact as a Personal Leader

We believe that all our people are leaders and expect and encourage them to demonstrate leadership in their roles. Leadership in this position is about the work of individuals who make a direct and immediate difference to the agency, with personal accountability for delivering excellence.

### Role Responsibilities

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

- Assesses involved and/or complicated disputes works with both parties to negotiate the resolution of involved disputes, attempting to reach an outcome that is fair, equitable and acceptable to both parties.
- Reads, understands and seeks advice on how relevant legislation might apply to the circumstances.
- Provides informed, accurate and impartial advice on rights and responsibilities.
- Works with both parties to broker an outcome that is fair, equitable and acceptable to both parties.
- Communicates with both parties about the outcome of the complaint and refers matters to the Conciliation Coordinator when a dispute cannot be resolved.
- Supports dispute resolution, conciliation and trader intervention activities within the Conciliation and Trader Intervention Branch.
- Provides support to the team as required.
- Provides quality customer service to customers using a range of communication mediums.
- Enters and maintains accurate electronic and hard copy records.
- Under guidance conducts self-directed research and gathers information to support the activities of the Branch.

### 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 ability to build rapport with a range of people identifying difficult issues and resolving involved disputes.
- Demonstrated ability to understand and apply relevant legislation and policies to difficult matters.
- Demonstrated ability, under guidance, to exercise judgement, undertake research and interpret and apply a variety of information.
- Demonstrated ability to listen effectively, identify issues and develop practical solutions to resolve challenging disputes.
- Demonstrated ability to support management as required.

## **Expected Leadership Behaviours**

While it is expected that the occupant will demonstrate all leadership behaviours of a [Personal Leader](#), the following outlines those that are required to undertake this role:

- **Lead Collectively** - You proactively build strong working relationships with members of your team and use these relationships to achieve your objectives and deliverables to a high standard.
- **Think Through Complexity** - You know where to find relevant information and use a common sense approach to research and analyse, and then make evidence based recommendations.
- **Dynamically Sense The Environment** - You adapt your communications style and language depending on your target audience, negotiating confidently and respectfully.
- **Deliver on High Leverage Areas** - You take responsibility for managing your work to achieve results, keeping others informed of your progress.
- **Build Capability** - You actively contribute to the development of your team's capability, ensuring you support your team members.
- **Embody The Spirit of Public Service** - You show empathy and compassion, integrity and humility.
- **Lead Adaptively** - You participate in learning opportunities, reflect on your learnings and, with appropriate support, actively implement them.

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### **This position reports to:**

Principal Conciliation Officer

Position No: 00000187

Classification: L6

### **Positions reporting to this Role:**

This position has no direct reports

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### **Position Conditions:**

The following outlines pre-employment assessments and ongoing conditions and requirements:

- The holder of this position exercises delegated statutory powers
- Nationally Coordinated Criminal History Check

### **Approved Date**

13-JAN-2025