



Senior Customer Contact Officer - Level 3 (MIS24320)

Group:	Industry Regulation and Consumer Protection	Location:	Cannington
Division/Directorate:	Customer Information	Supervises:	0
Branch:	Contact Centres	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 the Department customers. The Customer Information Directorate is responsible for ensuring the Department is customer focused and engages effectively with the community, businesses and stakeholders.

Role Overview

This position provides high-quality customer service to all internal and external customers, in alignment with directorate strategy, modern business practices and the Department's Customer Service Charter. This role requires a high level of professionalism and accuracy in the delivery of information and advice. The position helps guide, support and encourage team members and is integral to helping promote a positive and customer centric service culture within the directorate.

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:

- Provides exceptional customer experiences with a strong focus on high quality customer service, assisting in the delivery of excellent customer outcomes.
- Delivers consistent and accurate information to customers by telephone, email and face to face.
- Works within, and applies, a wide range of legislation, policy and guidelines to ensure appropriate standards are met.
- Maintains accurate recording of all relevant customer information.
- Contributes to ensuring reference material is up to date.
- Encourages the team to contribute to developing a culture of continuous improvement.
- Supports and guides the team in a range of processes, including escalation points to ensure timely service delivery.
- Identifies and communicates customer feedback to the management team to support business improvement opportunities.

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 interpersonal, communication and negotiation skills, including the ability to effectively communicate with a range of stakeholders.
- Demonstrated research and problem-solving skills, with the ability to make decisions.
- Proven experience in interpreting and applying relevant Acts, regulations, policies, procedures and systems to achieve desired outcomes.

- Knowledge and skills in the use of websites and technological platforms to locate and retrieve information.

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 Adaptively** - You regularly seek feedback on your performance and practices from your manager and peers, and respond appropriately.
- **Embody The Spirit of Public Service** - You complete your work practices in accordance with the policies and procedures of your work area, seeking clarification and guidance as necessary.
- **Build Capability** - You recognise your role in and contribution to creating a healthy culture in your team environment.
- **Deliver on High Leverage Areas** - Under the supervision of your manager, you work to meet specified timelines and priorities, completing your work to a high standard.
- **Dynamically Sense The Environment** - You adjust priorities and pace with guidance when necessary to ensure you contribute to delivering value for your team.
- **Think Through Complexity** - You are accountable and take responsibility for your decisions and actions.
- **Lead Collectively** - You complete your work to a high standard and ensure information is accurate.

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:

- Nationally Coordinated Criminal History Check

Approved Date

17-JAN-2025