

Customer Service Assistant

School Curriculum and Standards

Position number	00026074
Agreement	Public Service CSA Agreement 2024 or as replaced
Classification	Level 2
Reports to	Executive Officer (Level 5)
Direct reports	Nil

Context

The School Curriculum and Standards Division provides administrative and secretariat services for, and implements the decisions of the School Curriculum and Standards Authority (the Authority). The Authority provides quality curriculum, assessment and standards to enable all Western Australian students to become confident, creative learners and active, informed citizens who contribute positively to society.

The School Curriculum and Standards Division has two directorates – Curriculum, Assessment and Strategic Policy; and Examinations, Certification and Testing. The Division's purpose is to:

- ensure that the Authority remains responsive to the needs of the Authority Board and the Minister and leading coordination of associated services and support
- ensure that equitable and rigorous Australian Tertiary Admission Rank (ATAR) course examinations are developed, reflect the content of ATAR courses and provided for implementation in Western Australian schools and international schools that deliver the Western Australian Certificate of Education (WACE)
- ensure that the ATAR course examinations are reviewed at the completion of implementation
- lead the development of examinations in an online environment and ensure that the curriculum is shaped to address the shift into an online environment
- direct and manage the development, implementation and review of policies and programs of the Authority associated with Kindergarten to Year 12 curriculum, assessment and moderation
- research best practice in curriculum, standards and moderation
- implement the logistics for the delivery of ATAR course examinations and the National Assessment Program - Literacy and Numeracy across Western Australia
- develop Externally Set Tasks (EST) and implement the logistics of delivery
- develop and maintain strategies to acknowledge student performance

- design, implement and evaluate educational measurement activities in Years 11 and 12, including the moderation of external assessment activities
- ensure that data is collected, manipulated, analysed and reported within all required timelines.

Visit scsa.wa.edu.au to find out more information about the School Curriculum and Standards Authority.

Visit education.wa.edu.au to find out more information about the Department of Education.

Key responsibilities

- Operate the main switchboard and provide a reception service for School Curriculum and Standards.
- Produce duplicate copies of student certificates and process education verification requests.
- Process revenue received from clients for front-counter sales, including inputting remittances through the cash register, balancing the cash register, preparing a journal transfer form for daily revenue and banking.
- Assist with fleet vehicle bookings and arranges the maintenance and repair of the vehicle fleet in accordance with the maintenance schedule.
- Coordinate and record the Division's public transport card (i.e. Smartrider) and Cabcharge distribution and undertake monthly reconciliation of the Cabcharge account.
- Coordinate the Division's parking roster.
- Monitor and action issues reported through the online building maintenance helpdesk.
- Under direction from Executive Services, provide administrative support for changes in office space requirements.
- Arrange additional cleaning and security for the Division.
- Monitor meeting room bookings using electronic booking systems.
- Monitor and order printing consumable requirements, including placing service calls for managed print services under direction from Information Systems staff.
- Process past exam papers for binding and distribution as required.
- Maintain effective records and information databases in accordance with the Department's recordkeeping policy.
- Assist with processing of invoices and reconcile acquittal of credit card expenditure.
- Provide administrative support to the Office of the Executive Director, including word processing, photocopying and population of spreadsheets.

Selection criteria

1. Demonstrated experience in a frontline customer service role, including switchboard and cash register operation.
2. Demonstrated good communication and interpersonal skills with the ability to work independently and as part of a team to meet outcomes and agreed timelines.
3. Demonstrated experience in providing general office administrative support with the ability to organise tasks, work under pressure and provide customer-focused services.
4. Demonstrated well developed keyboarding and computer skills, including a working knowledge of databases, spreadsheets and word processing and experience in using an electronic records management system.

Eligibility and training requirements

Employees will be required to:

- consent to a Nationally Coordinated Criminal History Check and obtain a current Screening Clearance Number issued by the Department of Education's Screening Unit prior to commencement of employment
- obtain or hold a current Working with Children Check
- complete the Department's induction program within 3 months of commencement
- complete any training specific to this role required by Departmental policy
- complete the Department's training in Accountable and Ethical Decision-Making within 6 months of appointment, and every 3 years thereafter
- complete the Department's Aboriginal and Torres Strait Islander cultural awareness online course within 3 months of commencement.

Certification

The details contained in this document are an accurate statement of the responsibilities and other requirements of the position.

ENDORSED

Date 30 January 2025
Reference D24/0972532