

<b>Position Title:</b>	Customer Experience Consultant	<b>Classification Level:</b>	Level 5
<b>Position Number:</b>	Generic 63	<b>Location:</b>	Midland
<b>Reports To:</b>	Senior Manager Customer Experience, Level 7	<b>Positions Under Control:</b>	0
<b>Branch/Section:</b>	Land Titles Regulation/ Customer Experience	<b>Job Families/ Function:</b>	Strategy and Service Delivery
<b>Business Unit:</b>	Registration Services	<b>Leadership Context:</b>	Personal Leadership

## Business Area Overview

The Registration and Customer Service team focus on delivering quality and timely information to our stakeholders and customers, while registering and securing all land transactions in Western Australia in the State's Land Title Register for all private and state-owned land. We focus on delivering customer service across multiple channels and sites, to those who seek to do business with Landgate; while assisting the Registrar and Commissioner of Titles to maintain the integrity of the Land Titles Register and meet the needs of our community, government and industry customers, at a local, State and National level.

## Role Summary

The Customer Experience Consultant is responsible for the management of complex customer cases, working as part of a team focused on providing a high level of customer service through the efficient resolution of complex customer queries and issues, and matching customer needs to Landgate products and services. This position is responsible for planning and coordinating User Acceptance Testing (UAT) and incident management of customer service applications. They support knowledge management practices, standards and work instructions to ensure teams can deliver services which satisfy customers. They assist in various administration activities associated with customer related applications.

## Responsibilities

- Support the Customer Experience Business Partner to manage complex customer cases/queries from all business units focusing on resolution and customer satisfaction, matching their needs to Landgate data, products, and services.
- Plan, coordinate, and conduct User Acceptance Testing (UAT) and Production Validation Testing (PVT) to ensure effective deployment of customer service applications.
- Drive improvements to the Customer Relationship Management (CRM) system, enhancing the quality of customer master data.
- Support knowledge management practices, standards, and work instructions for customer service officers and consultants.
- Manage customer-related tickets and incidents, prioritizing service and application issues, troubleshooting, and ensuring swift resolution.
- Coordinate with relevant customers for annual fee updates alongside Landgate's Finance team.
- Adheres to Work Health and Safety (WHS) policies and procedures that ensures the safety of staff and customers.
- Acts with integrity at all times, demonstrates behaviours aligned with Landgate's code of ethics and works within relevant policies and procedures, contributing to the accountabilities of the team.
- Performs other duties as directed.

## Essential Role Requirements

### Expected Behaviours

Landgate has adopted the Public Sector [Leadership Expectations framework](#), and this role sits in the **Personal Leadership** context. Personal Leadership is about the work of individuals not yet in traditional leadership positions who make a direct and immediate difference to the agency.

- **Lead collectively** – You understand your agency’s objectives and can express how your work relates and contributes to achieving operational excellence for your agency.
- **Think through complexity** – You think critically and strategically to solve problems and enhance effectiveness.
- **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 identify the tasks and priorities of your work that are in line with the priorities of your team.
- **Build capability** – You actively contribute to the development of your team’s capability, ensuring you support your team members.
- **Embody the spirit of the public service** – You display and embody the spirit of public service in all your decision making, interactions and professional activities.
- **Lead adaptively** – You are continually learning and adjusting your approach to be effective in the changing work environment.

### Experience/Qualifications

- Ability to research and provide technical customer solutions within a regulatory environment

### Desirable Role Requirements

- Well-developed written and verbal communication skills focussed on stakeholder engagement
- Understanding or relevant regulatory requirements within Landgate and across different stakeholders

### Appointment Conditions

- National Police Clearance

### Reporting Relationships

<b>Reports to:</b> Senior Manager Customer Experience, Level 7	<b>Other positions reporting to this position:</b> Customer Experience Business Partner, Level 6 (x2) Customer Solutions Advisor, Level 4 (x2) Customer Training and Assessment Coordinator, Level 4 Administration Officer, Level 1
<b>This position:</b> Customer Experience Consultant, Level 5 (x4)	Direct reports: Nil

## Certification

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These details are an accurate statement of the duties, responsibilities and other requirements of the position.

Position Title and Business Unit	Name	Date
P&C Senior Advisor, People Culture and Environment	Kim Davis	30/06/2025
Director Land Titles Operations	Jo Dorian	30/06/2025

**Effective Date:** 1 September 2025