

Graduate Officer – Customer Information Level 3 (GRS25012)

Group: Building, Energy Safety and Service Delivery Location: Cannington
Division: Service Delivery Supervises: 0
Branch: Customer Information Reports to: Manager Contact Centres
Section: NA

Role Overview

This position will carry out a range of functions during rotations through different divisions of the Department, and possibly through other WA Government departments before returning to a position in your home Branch. The Customer Information Directorate utilises the SaaS Genesys Cloud 3 CX platform as it's contact centre platform. Genesys has powerful capability to deliver advancements in service delivery as functionality in artificial intelligence, machine learning and data analytics evolves. This position will assist in the development and configuration to deliver superior customer services and business intelligence across the agency.

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:

- This position will work on various projects to;
 - Investigate prompt engineering techniques, devise generative AI prompts
 - Use AI prompts to generate desired outputs and business intelligence.
 - Streamline content creation and boost productivity.
- Carries out designated research, policy and project activities to support business objectives, both individually and as part of a team.

- Drafts correspondence including reports, briefing papers, internal memos, Ministerial correspondence and Parliamentary Questions.
 - Collaborates with internal and external stakeholders to provide and receive information as required.
 - Builds on relevant tertiary education with corporate knowledge and applies professional expertise to support and enhance business activities.
 - Develops a sound understanding, knowledge and experience of the operations of the Department.
 - Actively participates in on-the-job learning including training activities provided through the graduate learning and development program.
 - Contributes and adopts digital practices in alignment with departmental approaches.
 - Roles may vary with each placement but are all contained in the above general statements.
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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, health and wellbeing 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.
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Role Specific Requirements

The following outlines what experience and qualifications are required to undertake this role:

- A Bachelor Degree in Telecommunications and/or Software Engineering, Computer Science or Data Analytics.
- The graduate program is an equity and diversity employment initiative and therefore we are actively looking for recent university graduates from any of the following diversity groups to apply:
 - people 24 years and under
 - people with disability
 - Aboriginal and/or Torres Strait Islander people.

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 think through complexity by following set procedures and applying your knowledge, skills and experience to identify problems as they arise.
 - **Dynamically Sense the Environment** - You seek to understand expectations and problems by listening actively and asking clarifying questions.
 - **Deliver on High Leverage Areas** - You take responsibility for managing your work to achieve results, keeping others informed of your progress.
 - **Build Capability** - You recognise your role in and contribution to creating a healthy culture in your team environment.
 - **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.
 - **Lead Adaptively** - You lead adaptively by acknowledging the impact of your work style on others in your team.
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This position reports to:

Manager Contact Centres – Level 7 (MIS20027).

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
- High integrity required for conflicts of interest

Approved Date

11-AUG-2025