



Job Description Form

Customer Service Officer

Position Details

Position Number:	Generic
Classification:	Level 2
Award/Agreement:	Public Sector Award and Agreement
Organisational Unit:	Housing Services / Housing Practice and Support / Housing Direct
Location:	Perth Metropolitan Area
Classification Date:	
Effective Date:	August 2025

Reporting Relationships

This position reports to:

Team Leader, Various, Level 4

Team Leader Housing Direct, Various, Level 4

Positions under Direct Supervision:

This position has no subordinates.

Role Statement

The Customer Service Officer role is a key role within the Housing Direct Contact Centre as the role connects the Department of Communities with our customers.

This role delivers advice and assistance to customers (both internal and external) and a wide range of people from the public and private sector organisations.

Our Customer Service Officer carries out a range of duties in a way that supports and engages with the Team, and which fits with the Department of Communities procedures, practices, policies and values.

Position Duties and Responsibilities

1. Service Delivery

- 1.1 Provides advice and assistance to customers on all aspects of services and products that are available from the Department.
- 1.2 Maintains accurate records of customer information and manage customer accounts.
- 1.3 Carries out quick and accurate data input and retrieval of information from Departmental information systems while ensuring client confidentiality standards and processes are adhered to.
- 1.4 Effectively navigates the Contact Centre's telephony system and online reference technology systems during inbound and outbound calls to ensure provision of accurate, appropriate and quality information to clients.
- 1.5 Determines client needs through open and closed questioning, negotiation and problem solving.
- 1.6 Provides support to the Team Leaders, as required.
- 1.7 Liaises with tenants, members of the community, Department employees, external stakeholders, and regional offices to achieve customer outcomes.

2. Other

- 2.1 Contributes to individual, Team and organizational effectiveness and the continual improvement process, through participating in monthly coaching sessions, performance development planning and review, organizational compliance requirements, Team meetings and skills development.
- 2.2 Promotes a high standard of Equal Opportunity, Work Health and Safety, and ethical principles/practices in all aspects of this role.
- 2.3 Contributes to the efficient operation of the Contact Centre by undertaking a range of duties, such as document management, filing and correspondence or other duties as required which may include acting in other roles as required.

Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with the Department's Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Department's performance development process and pursues professional development opportunities.
3. Participates in emergency or critical event response management duties as required.
4. Undertakes other duties as required.

Work Health and Safety Responsibilities

All Employees (and Volunteers / Trainees / Contractors)

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

Supervisors (if applicable)

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.

Essential Work-Related Requirements (Selection Criteria)

Provide evidence of experience or capacity to demonstrate the following:

1. **Delivers Outstanding Service**

Adapt work practices in response to changing technology and work environment.

Develop options and/or solutions to meet client needs.

Seek advice from seniors where appropriate.

Work within, and apply, a wide range of policy and guidelines to ensure appropriate standards are met

2. **Engages with Our Customers**

Identify and assess client circumstances.

Recognise cultural diversity and respond sensitively.

Use listening, language and verbal skills to gather and communicate important information to customers.

Effectively liaise and negotiate with customers.

3. **Solves Problems**

Delivers a sustained, quality level of service in a demanding environment.

Use keyboard skills and a range of software applications to record and source information.

Identify and achieve own work goals through planning and being organised.

Accept responsibility and accountability for outcomes of own work and actions within a Team.

4. **Everyone Wants You on Their Team**

Work effectively with others to achieve successful delivery of services.

Demonstrate initiative and commitment to continued learning of self and others.

Be honest, reliable and supportive.

Do what you say you will do, meet deadlines and complete agreed tasks.

Respect the confidentiality and privacy of others, clients and colleagues.

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.