

<b>Position Title:</b>	Customer Solutions Advisor	<b>Classification Level:</b>	Level 4
<b>Position Number:</b>	Generic 65	<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 role is responsible for supporting the Customer Service Team to resolve customer queries, focusing on service delivery and customer satisfaction. The role is an escalation point for technical queries that cannot be resolved within the Customer Service team and require more in-depth understanding of our products, services and application of both.

## Responsibilities

- Handle complex customer cases across all business units, focusing on resolution and customer satisfaction, including industry escalations related to customer systems and user experience.
- Resolve escalated or contentious external customer feedback cases, addressing various concerns and ensuring timely and satisfactory responses.
- Coordinate the update and review of critical knowledge management practices, standards, and work instructions supporting customer service officers and customer experience consultants.
- Manage customer-related issues and incidents for both internal and external customers, prioritizing service and application issues for swift resolution.
- Support the maintenance of knowledge management practices, standards, and work instructions for customer service officers and customer experience consultants.
- Acts as technical escalation point for Customer Service Officers
- Acts as a subject matter expert in consultative system change processes, ensuring system changes align with operational procedures and user requirements.
- Administer SharePoint for customer sites, including managing access, content and update to ensure information is current and accessible
- 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 use information and analysis to initiate problem resolution and seek guidance as necessary.
- **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 provide technical and professional support to your peers, making time to mentor others in your team.
- **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

- Experience in managing and resolving complex customer queries

### Appointment Conditions

- National Police Clearance

### Reporting Relationships

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

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