

Role Statement



Position title:	Customer Contact Officer
Position number:	Generic
Salary and Level:	Level 3 PSCSAA 2024
Reports to:	Manager Customer Services (Level 6)
Direct reports:	Nil

The organisation

Lotterywest is the only State Government owned and operated lottery in Australia, where all the available profit is returned to the Western Australian Community through discretionary and statutory grants. Lotterywest has supported the Western Australian community for over 90 years. Its vision for 'a hopeful, healthy, connected and sustainable community life for all Western Australians'.

Lotterywest is the employing agency for Healthway, which is the only State Government agency dedicated to health promotion. For over 30 years Healthway has been providing grant funding to sport, arts and racing organisations, community activities, and to health promotion projects and research. Healthway's vision is for a 'healthy and more active Western Australia.'

About the business unit

We exist to benefit our community by offering Western Australians an opportunity to dream safely and securely. We manage our local and national lotto games, our channels and service our customers by operating in a fast-paced collaborative environment that values creative problem solving, inclusiveness, authenticity, and adaptability. We put people before profit; we design for our customers; we believe our brand is bigger than us. We embrace uncertainty, we tackle things together and help each other grow.

Key focus areas of the position

Reporting to the Manager Customer Services, the Customer Contact Officer delivers a range of services and support to our customers and key stakeholders. The role is responsible for providing our customers with an outstanding experience and responds to enquiries via all communication channels. The role has the following key areas of focus:

- Service Excellence
- Customer relationship management
- Complaints management
- Customer Services operations support
- Continuous service improvement
- Prize claims and payments
- Analysis and reporting

Role Statement

Key responsibilities

- Provides professional, effective and high-quality customer services to customers and key stakeholders through multiple channels.
 - Proactively develops and maintains knowledge of Lotterywest services and systems, with a focus on providing high-quality and effective support to our customers and stakeholders.
 - Contributes to, develops and improves relevant processes and tools with a focus on high-quality customer experiences and service for our customers and stakeholders.
 - Applies agreed processes, procedures and delegations to resolve, manage and escalate incidents, issues and complaints affecting customers and stakeholders.
 - Develops relationships with internal and external stakeholders to support and improve service delivery.
 - Maintains accurate and complete records of all customer interactions and transactions.
 - Identifies, analyses and reports on player issues and trends.
 - Undertakes other duties as required.
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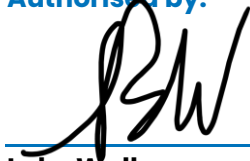
Mandatory / special role requirements

- Police Clearance

Essential selection criteria

1. Demonstrated experience providing service and support within a busy customer service environment.
2. Demonstrated experience using an incident, issues or complaints handling process and effectively resolves issues or complaints.
3. Demonstrated problem solving skills and ability to proactively improve processes.
4. Demonstrated communication and interpersonal skills with the ability to work collaboratively in a team and develop and manage positive and proactive relationships with customers and stakeholders.
5. Demonstrated skills of organising and prioritising tasks effectively.

Authorised by:



Luke Walker

A/General Manager Lotteries

Date: 5 September 2025