



Job Description Form

Customer Service Officer

Position Details

Position Number:	Generic
Classification:	Level 2
Award / Agreement:	PSA 1992 / PSCSAA 2021
Organisational Unit:	Community Services / Service Delivery
Location:	Various
Classification Date:	April 2008
Effective Date:	June 2022

Reporting Relationships

This position reports to:

Manager Client Services / Area Manager / Client Services Team Leader

Positions Under Direct Supervision:

This position has no subordinates.



About the Department

The Department of Communities is Western Australia's major human services department that brings together vital services and functions that support individual, family and community wellbeing.

Working closely with our partners across government and the community services sector, our areas of responsibility include disability services; child protection; housing; homelessness; women's interests; community services; prevention of family and domestic violence; seniors and ageing; and volunteering. We also lead the State's social recovery, following challenges presented by the COVID-19 pandemic.

We support many Western Australians, with a focus on some of the most vulnerable people in our state. The job we do is rewarding but can be challenging.

People, place and home is at the core of everything we do and why we do it.

We work for the people who make up our communities across Western Australia; we help people be the best they can be. We focus our efforts on building places that are inclusive and connected and offer everyone the opportunity to prosper. And we support children and families so that they can have a physically and emotionally secure place to call home.

We promote a diverse workforce and embrace a high standard of equal opportunity, health and safety, and ethical practice.

Join us and work in a role where you can make a real difference to the lives of children, families, individuals and communities throughout Western Australia.

Role Statement

To work as part of a team to deliver a first class customer service which aims to ensure that all eligible Western Australians have access to affordable and secure housing.

Role Context and Scope

This position reports to a local manager within a Region as part of the Department of Communities - Housing Service Delivery Portfolio. There is ongoing contact with staff at a range of levels and daily contact with customers face to face, by phone and in writing.



Housing Service Delivery is the Department of Communities - Housing's rental accommodation portfolio managing approximately 39,000 tenancies across the State, Government Regional Officers Housing (GROH) and Community Housing (rental housing managed by local government or non-government not-for-profit organisations) and Bond Assistance (interest-free loans to obtain accommodation in the private rental market) with close links to Aboriginal Housing. The agency also has a strong focus on providing home ownership opportunities to public housing tenants.



Duties and Responsibilities

1. Service Delivery

- 1.1 Provides advice and assistance to customers on all aspects of services and products available from Housing Service Delivery.
- 1.2 Interviews customers to determine eligibility for Housing Service Delivery and assesses their need for assistance at the standard specified in agency's Customer Service Charter.
- 1.3 Counsels customers on their housing requirements and other relevant welfare services.

2. Liaison

- 2.1 Liaises with regional offices, other government departments, community support organisations, social workers and medical staff when determining clients' eligibility and need for Housing Service Delivery.
- 2.2 Liaises with real estate agents and landlords concerning Housing Service Delivery.

3. Administrative Support

- 3.1 Prepares reports and correspondence on outcomes and discussions arising from customer contact.

4. Other

- 4.1 Promotes a high standard of Equal Opportunity, Occupational Health and Safety, and ethical principles/practices in all aspects of this role.
- 4.2 Performs other duties as required, which may include acting in the role of Housing and Property Services Officer.



5. Corporate Responsibilities

- 5.1 Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.
- 5.2 Actively participates in the Communities performance development process and pursues professional and personal development opportunities.
- 5.3 Undertakes other duties as required.



Essential Work-Related Requirements (Selection Criteria)

You will need to be someone who can show us they have a proven track record for:

1. Takes pride in delivering outstanding service to customers every time.
2. Looks for better ways of doing things and has a “can do” approach to solving problems.
3. Works and gets on with people from all walks of life, including an awareness of cultural sensibilities, and shows respect for cultural differences/needs, in particular of Indigenous people.
4. Can be easily understood, often in challenging circumstances, when speaking or writing to others.
5. Is flexible and ready, willing and able to take on a range of tasks and learn them quickly.
6. Possesses an ability to work within a team.

Desirable Work-Related Requirements (Selection Criteria)

1. Knowledge of the operations of the Department of Communities – Housing.

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory National Police Clearance as conducted by the Department.
2. The occupant of this position must have the ability to travel to and work in various Department Offices in the Perth Metropolitan Area in response to organisational requirements.
3. Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time to time production of the licence may be required upon request by the Department.