



Job Description Form

Customer Support Officer

Position Details

Position Number:	Generic
Classification:	Level 2
Award:	Public Service Award
Agreement:	Public Sector Agreement
Organisational Unit:	Professional Standards, Regulation and Legal / Regulation and Quality / Working with Children Screening
Location:	Perth Metropolitan Area
Classification Date:	
Effective Date:	October 2025

Reporting Relationships

This position reports to:

Customer Support Coordinator, 010091, Level 5

Positions under Direct Supervision:

This position has no subordinates.



About the Department

Communities provides person-centred, place-based support to the most vulnerable members of our Western Australian community.

We work towards this goal through a range of functions and service delivery responsibilities, all of which are more impactful and effective when we work in partnership with families, communities, community sector services and Aboriginal Community Controlled Organisations (ACCOs).

At Communities, we are privileged to provide services and partner with others to keep children safe; provide vital community services, including in emergencies; address homelessness; prevent family and domestic violence; provide stewardship for the disability sector; regulate the early childhood and care sector; and manage the agenda for Women's interests, youth, seniors and ageing, carers, and volunteering.

We are on a continuous journey to improve the way we work with our communities and partners across Western Australia. Everything we do is about creating 'better lives together through people, place and home' and working together to provide responsive services that build safe, inclusive and empowered communities.

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

The Customer Support Officer is the first point of contact for members of the community accessing the Working with Children Screening Unit's services, and is responsible for:

- assisting members of the community to understand their obligations under the *Working with Children (Screening) Act 2004* (WWC Act),
- identifying, understanding and resolving customer support issues in relation to application processes, online services and related matters,
- liaising with and informing stakeholders regarding processes and requirements to comply with the WWC Act within an environment of child safeguarding,
- assisting the Business Support Team to provide a quality customer service.



Position Duties and Responsibilities

1. Information Provision

- 1.1 Develops and maintains knowledge of the *Working with Children (Screening) Act 2004* and provides clear, accurate and concise information that is consistent with legislative requirements.
- 1.2 Answers queries and correspondence received from members of the public, including organisations who are employers, about the services of the Working with Children Screening Unit and the operation and scope of the WWC Act.
- 1.3 Conveys factual information and accurately records all queries and correspondence received, conversations and actions taken, and information provided.
- 1.4 Prepares written responses in accordance with legislative requirements, policy and procedures.
- 1.5 Refers requests for information or assistance appropriately, internally or externally, with supporting documentation if required.
- 1.6 Seeks advice and direction from the Customer Support Coordinator about responses to complex queries and correspondence.
- 1.7 Participates in information and education programs as required.

2. Customer Support

- 2.1 Provides a quality front line customer support service on an extensive range of matters related to the *Working with Children (Screening) Act 2004* and associated operations.
- 2.2 Identifies, understands and prioritises customers' needs and provides low-level advice and solution focussed support to promote compliance with the WWC Act.
- 2.3 Displays verbal fact finding skills, assesses issues over the telephone and provides efficient and helpful assistance to customers in relation to matters including application processes and proof of identity requirements, accessing online services and completion of forms.
- 2.4 Attends to difficult situations whilst remaining professional and calm under pressure and undertakes low-level complaint resolution towards positive outcomes for customers.



2.5 Processes applications, trouble shoots, resolves issues and seeks additional information from applicants and employers or internal and external partners as required.

2.6 Liaises with and informs internal and external stakeholders regarding processes and requirements to comply with the WWC Act and promotes the safeguarding of children in organisations.

3. Business Support

3.1 Provides administrative and project support duties to the unit as required.

3.2 Contributes to the development of processes and procedures and system testing to support business improvement.

4. Other

4.1 Participates in Emergency Management and Response duties as required.



Corporate Responsibilities

1. Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.
2. Actively participates in the Communities 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)

1. Experience in a customer service environment with the ability to provide clear, accurate and concise information and written responses.
2. Competent computer skills combined with good problem solving and trouble shooting skills in relation to customer support issues within an online environment.
3. Demonstrated quality interpersonal skills and the ability to effectively communicate with customers to provide a positive, proactive and user friendly service over the telephone.
4. Ability to work as a consistent and effective Team member and adapt to changing work priorities across the Team to provide a quality customer support service.

Essential Eligibility Requirements / Special Appointment Requirements

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.
2. Appointment is subject to a satisfactory Working with Children (WWC) Check.
3. Appointment is subject to a satisfactory Communities' Employment Records Check.