

Position Description

Position Title	Client Liaison Officer
Position Number	BIWP01, BIWP02, BIWP04, BIWP05, BIWP07, BIWP08, BIWP09, EHCO01, CLOF01, BIWP11, CLOF02, BIWP12, CLOE01
Directorate	Planning and Development
Business Unit/s	Development Services
Reports to	Team Leader Planning Administration / Team Leader Building Administration
Classification	Level 4 – Inside Workforce Agreement

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth’s central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,400 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

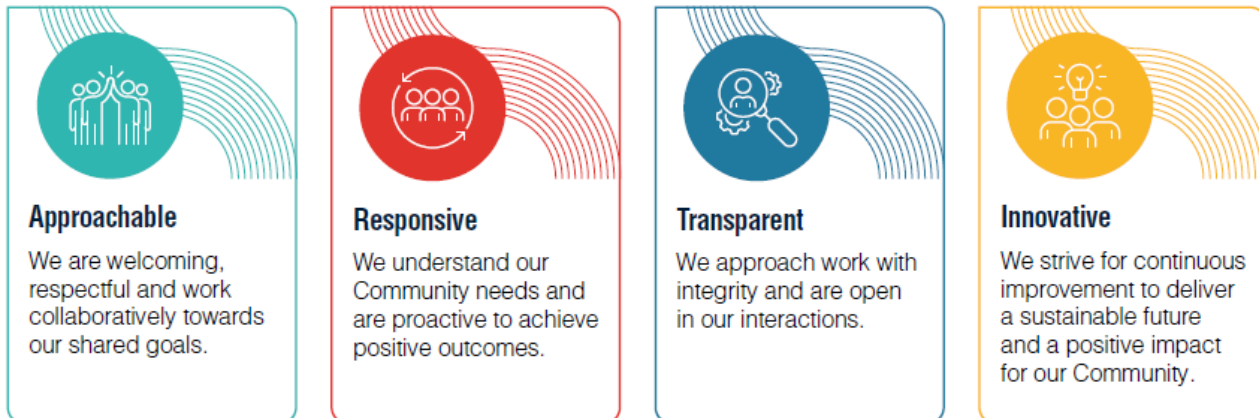
A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling’s core values are:



Approachable

We are welcoming, respectful and work collaboratively towards our shared goals.

Responsive

We understand our Community needs and are proactive to achieve positive outcomes.

Transparent

We approach work with integrity and are open in our interactions.

Innovative

We strive for continuous improvement to deliver a sustainable future and a positive impact for our Community.

Reporting Relationships

This position will report to the relevant Team Leader.

Business Unit Objective

To facilitate development within the City and enhance the quality of the built form by providing an effective, prompt and efficient approvals service.

Position Overview

The Client Liaison Officer is responsible for carrying out administrative duties in the Planning and/or Building Approvals assessment process. The position is also responsible for the provision of written and verbal response to customer enquiries made in person at the front counter, by phone, email or correspondence facilitating efficient administrative tasks associated with the functions of the Business Unit.

Position Objectives

Administrative Service

- Efficiently manage Development and Building applications receipting and administrative processing to ensure timely and accurate handling of all submissions.
- Preliminary review of applications including technical documents against the relevant legislation.
- Performing external customer service functions including enquiries made in person at the front counter, by phone, email or correspondence.
- Internal administrative customer service.
- Maintain appropriate corporate records for the Development Services Business Unit through relevant corporate processes and systems.
- Compile data and daily working running lists and any other reports for the Business Unit as required.
- General administrative support such as copying and scanning, word processing and data input.
- Arrange timely responses to correspondence and maintenance of correspondence registers.
- Contribute to and maintain documentation of the Business Unit's procedures and practices.
- Receipting and management of any necessary fees.

- Any other duties as required.

Customer Service and Problem Solving

- Proactively engage with internal and external stakeholders in a helpful, efficient, confidential, professional and courteous manner.
- Providing support in delivering a range of customer service improvement projects.
- Respond to customer enquiries made in person at the front counter, by phone, email or correspondence, in a friendly and professional manner, and assist them with advice, guidance and information on development assessments, processes and procedures and their individual applications.
- Remain alert to customer service feedback and highlight/report customer comments, ideas and criticisms (either immediately, or as necessary) to resolve issues promptly and maintain high standards of customer service.
- Provide a timely response to issues relating to Complaint Handling in accordance with the Customer Service Charter.
- Handles sensitive information with discretion and maintains high ethical standards.
- Contribute and assist in implementing workplace solutions and best practice outcomes required on a day-to-day basis.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City's Community Engagement Policy.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Certificate of Secondary Education.	Essential
Certificate IV in Local Government (Planning) or relevant discipline.	Desirable
Knowledge, Skills, Experience & Abilities	
Demonstrated sound knowledge of administration systems and procedures.	Desirable
Ability to organise and prioritise tasks, duties and workloads to meet varying deadlines.	Essential
Demonstrated high-level interpersonal and customer service skills including the ability to liaise effectively and courteously with internal and external customers.	Essential
Effective conflict management and negotiation skills including the ability to deal with challenging customer situations, face-to-face, by email, correspondence and/or over the telephone in a calm, confident and professional manner.	Essential
Intermediate skills using MS Office Suite (Word, Excel, Outlook, PowerPoint).	Essential
Knowledge of electronic documentation management systems.	Essential
Ability to deal with matters of a confidential, sensitive nature and/or urgent matters with tact, discretion and integrity.	Essential
Use sound judgement and organisational conventions to solve problems in a proactive manner.	Essential
Sound knowledge of the principles and practice of Building and Planning legislation and statutory processes in a local government environment.	Desirable
Knowledge and experience in Planning and Development.	Desirable
Knowledge of the role and structure of Local Government and the organisational relationships and processes between the three levels of Governments.	Desirable
Experience providing administrative and technical support to a team.	Essential
Experience monitoring and updating information into a corporate database.	Essential
Local Government Experience.	Desirable
Other	
National Police Clearance (under 3 months).	Essential
Current Driver's Licence	Desirable
Office use only	
Position Creation Date	Date May 2015 Officer
Last reviewed/Modified	Date April 2025 Officer

