



Communications / Administration Officer – Customer and Community

6 month fixed term up to 30 June 2017

Details:

Title: Communications / Administration Officer

Broad Band: 3

Reporting to the Communications and Public Relations Manager

Objectives

- To provide general communications and customer services support, including assisting and positively representing Westernport Water at community events and during customer consultation exercises.

Key Responsibilities:

- Assist in the implementation and coordination of the Corporation's customer consultative initiatives;
- Assist the Communications and Public Relations Manager with general day to day communications, providing general administrative support and assisting in the preparation of internal and external communications;
- Assist the Communications and Public Relations Team to maintain the Corporation's website, intranet and social media platforms, ensuring design and content is current and compliant with the Corporation's guidelines and policies;
- Act as a contact for and participate in community forums, public events, exhibitions, public relations, publications, media promotions, advertising, and market research (some weekend work will be required);
- Provide quality customer service support and assistance requiring the exercising of sound judgement, initiative and maintenance of confidentiality in the performance of work;
- Provide prompt and courteous attention to customers making enquiries, requesting information or requiring assistance with service difficulties; and
- Other duties as directed within the skills and abilities of a position at this level.

Skills required:

- Proven verbal and written communication skills with ability to tailor communication styles and content to specific audiences using clear and concise language;
- Proven skills in attention to detail, quality assurance and creative aptitude;
- Ability to effectively manage own time, set priorities and achieve objectives and goals within required timeframes despite conflicting pressures;
- Ability to build co-operation and trust from external stakeholders, members of the public and other employees in a multidisciplinary work environment.

Experience:

- Victorian Certificate of Education (or equivalent) and several years experience in communications; marketing &/or sales positions;
- Experience in working with a large customer base and stakeholders; and
- Experience in the development and publication of a wide range of customer material.

Training

- Internal training is provided in the use and operation of the Corporation's computer systems, clerical and administrative practices and procedures.