



Position Description

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TITLE:	BAND
CUSTOMER SERVICE OFFICER	2
CLASSIFICATION:	LOCATION:
Officer	Newhaven Head Office
DEPARTMENT	DIVISION
Customer Service	Customer and Community
REPORTS TO:	DIRECT REPORTS:
Customer Service Team Leader	Nil

POSITION OBJECTIVE

- To deliver first class customer service to the customers of Westernport Water
- To carry out the key responsibilities of the position
- To be an integral member of the customer service team and to provide support to the Customer Services Team Leader
- To maintain and/or implement approved changes in systems and work practice reforms to ensure continuous improvement; and
- To assist other employees when required.

KEY RESPONSIBILITY AREAS

The key responsibilities of the position include but are not limited to responding to customer enquiries and requests for service, maintaining a range of customer records and databases, preparation of the accounts, receipting and recording of payments of tariffs and charges, support of customers in financial difficulty, debt management and process improvement. More specifically:

- 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 and/or requiring assistance with service difficulties;
- Log all enquiries and requests in the Corporation's customer relationship management system;
- Complete all actions required in a manner to meet or exceed the Corporation's obligations under the Essential Services Commission's Customer Service Code and the Corporation's Customer Charter;
- Compile reports as required to assist in the monitoring of performance of processes and the customer service team; and

- Other duties as directed within the skills and abilities of a position at this level.

ORGANISATIONAL RELATIONSHIPS

Internal:
All staff

External:

REQUIREMENTS OF THE POSITION

Accountability and Extent of Authority;

- Accountable to the Customer Services Team Leader for undertaking assigned tasks and duties
- The extent of authority for this position is limited by standards and procedures, the content of this position description and assigned tasks
- The incumbent will work within specific guidelines and under general supervision.

Judgement and Decision Making;

- The particular tasks to be performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes in a defined range of recurring work situations
- When dealing with non-routine matters, support and guidance is always available from senior staff
- The nature of the work is always clearly defined with well documented procedures.

Specialist skills and Knowledge;

- Sound knowledge of clerical/administrative practices and procedures appropriate to position and level of responsibility
- Ability to operate computerised systems
- Sound verbal communication and customer service skills.

Management and Interpersonal Skills;

- Basic time management
- Understanding of, or ability to understand and operate within, organisational policies and procedures
- Ability to work independently and under general supervision and use initiative within established guidelines
- The ability to systematically approach a number of varied tasks simultaneously and meet deadlines
- Excellent customer service skills
- Ability to gain cooperation and assistance from members of the public, customers and other employees to achieve assigned tasks and duties
- The ability to determine priorities, work within deadlines, discuss and resolve issues with supervisors and fellow employees are essential to the position
- Effectively and efficiently operate within a team environment, assisting in other areas as needed.

Qualifications and Experience

- Experience in a clerical/administrative position or frontline customer service position, including proficiency in computerised property file systems, the use of a word processing system (Microsoft Word), and preferably other Microsoft computer applications
- Current Victorian Drivers Licence
- No formal qualifications are required however the incumbent would have obtained through previous employment an equivalent level of expertise and experience to undertake the specified range of activities