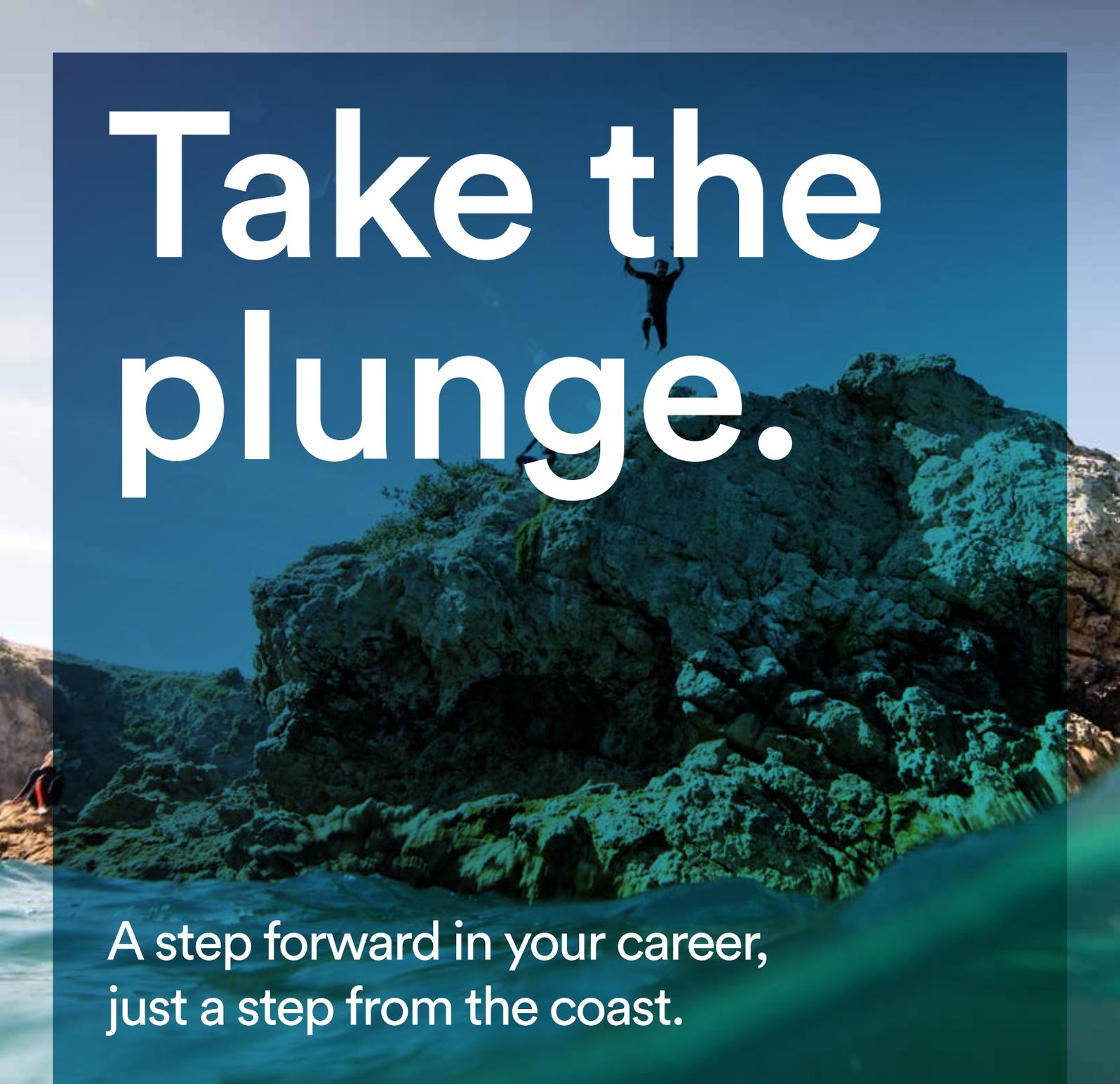


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Customer Service Officer

Position Description



WESTERNPORT
WATER.

Hours
that
work
for
you.



TITLE

Customer Service Officer

BAND

2

LOCATION

Newhaven Head Office, Phillip Island

DEPARTMENT

Customer Relations

DIVISION

Customer and Community

REPORTS TO

Team Leader Customer Service

DIRECT REPORTS

Nil

POSITION OBJECTIVE

The Customer Service Officer is an integral member of the Customer Service Team, delivering consistent, timely and accurate outcomes in accordance with the organisation's policies and procedures to deliver first class service to Westernport Water customers.

KEY RESPONSIBILITY AREAS

- Provide quality customer service to customers using sound judgement and initiative, while maintaining confidentiality at all times.
- Provide prompt and courteous attention to customers making enquiries, requesting information and/or requiring assistance with service difficulties in accordance with approved policies and procedures.
- Support the Team Leader of Customer Service to ensure the accuracy and integrity of customer information.
- Log all enquiries and requests in the Corporation's customer relationship management system.
- Proactively identify and suggest opportunities to improve practices, policies and procedures.
- Complete all actions required in a manner that meets or exceeds the Corporation's obligations under the Customer Charter and the Essential Services Commission's Customer Service Code.
- Other duties as directed by the Team Leader Customer Service within the requirements of the position.

KEY SELECTION CRITERIA

- Demonstrated experience in customer service and administrative processes.
- Demonstrated capability and experience in using computer applications to collect and maintain complete and accurate customer data.
- Sound communication and interpersonal skills with demonstrated ability to work as part of an effective team.
- Demonstrated capability to follow detailed procedures or instructions to meet compliance obligations.
- Demonstrated capability in exercising sound judgement and initiative, while managing sensitive information.
- Well developed administrative and computer skills.

QUALIFICATIONS AND EXPERIENCE

- Experience in a relevant customer service setting is not mandatory, but will be highly regarded.



Westernport Water

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