

OFFICIAL

Take the plunge

A person is seen diving from a high, rugged rock formation into the ocean. The scene is set against a clear blue sky and the ocean below. The overall image has a teal and blue color scheme.

A step forward in your career,
just a step from the coast.

Senior Customer Service Officer
(Position/contract length)

Position Description



WESTERNPORT
WATER

Position Description

Title	Senior Customer Service Officer
Band	3
Location	Newhaven Head Office, Phillip Island
Department	Customer Relations
Division	Corporate & Customer
Reports To	Manager Customer Relations
Direct Reports	Nil
Child Safety Category	Category 3 - No contact - This position is not required to engage with children within the normal responsibilities of the role.

The Senior Customer Service Officer is an integral member of the customer service team, providing support and development to the team while 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.
- Assist the Manager Customer Relations in providing day to day supervision and operational support to the customer service team.
- Provide prompt and courteous attention to customers making enquiries through all customer channels, requesting information and/or requiring assistance with service difficulties in accordance with approved policies and procedures.
- Act as an escalation point and assist staff in developing knowledge of complex customer queries.
- Support Manager Customer Relations to ensure the accuracy and integrity of customer information.
- Provide support in monitoring daily workload and tasks to ensure service delivery targets are achieved.
- Review and sign off on customer correspondence, adjustments and all service requests where required.
- Support the onboarding and induction of new staff.
- Promote a positive team culture focused on collaboration, accountability and continuous improvement.
- Log all enquiries and requests in the organisation's customer relationship management system.
- Ensure all documentation is processed as required by the Records Management Policy, Procedures and Guidelines. Proactively identify and suggest opportunities to improve practices, policies and procedures.

- Collection and delivery of mail and banking.
- Complete all actions required in a manner that meets or exceeds the organisation's obligations under the Customer Charter and the Essential Services Commission's Customer Service Code.
- Other duties as directed by the Manager Customer Service within the requirements of the position.

Qualifications and Experience

- Experience in a relevant customer service setting is not mandatory but will be highly regarded.
- Demonstrated experience in supporting and mentoring team members.

Management and Interpersonal Skills

These positions require skills in managing time, setting priorities and planning and organising one's own work and in appropriate circumstances that of other Employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.

Where supervision is part of the job, the position requires an understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and Employees training and development.

These positions require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of other employees where appropriate.

Employees in this band will be expected to write reports in their field of expertise and/or to prepare external correspondence.

Accountability and Extent of Authority

Positions in this band may supervise resources, other employees or groups of employees and/or provide advice to or regulate clients and/or give support to more senior employees.

In positions where the prime responsibility is for resource supervision, the freedom to act is governed by clear objectives and/or budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.

In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to close supervision or to clear guidelines. The effect of decisions and actions taken on individual clients may be significant but the decisions and actions are always subject to appeal or review by more senior employees.

In positions where the prime responsibility is to provide direct support and assistance to more senior employees, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.

Judgement and Decision Making

In these positions, the objectives of the work are usually well defined but the particular method, technology, process or equipment to be used must be selected from a range of available alternatives.

The work may involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.

Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Guidance and advice would usually be available within the time required to make a choice.

Specialist Knowledge and Skills

Supervisors in this band require an understanding of the relevant technology, procedures and processes used within their operating unit.

Specialists and employees involved in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices.

Support employees also require an understanding of the role and function of the senior employees to whom they provide support, an understanding of the long term goals of the unit in which they work, and an appreciation of the goals of the wider organisation.

All employees in this band require an understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.

Organisational Relationships

Internal: Corporate & Customer Team Finance Team Assets and Operations Division	External: Customers Tradespeople Council
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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 supervise, and work as part of an effective team;
- Demonstrated capability to follow detailed procedures or instructions to meet compliance obligations; and
- Demonstrated capability in exercising sound judgement and initiative, while managing sensitive information.



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