



1. **TITLE:** CUSTOMER RELATIONS COORDINATOR
2. **CLASSIFICATION:** BROAD BAND 3
3. **DEPARTMENT:** CUSTOMER SERVICES
4. **POSITION OBJECTIVES:**
 - 4.1. **Objectives of Position:**
 - 4.1.1. To effectively coordinate the debt management function of the corporation;
 - 4.1.2. To carry out the key responsibilities of the position;
 - 4.1.3. To achieve agreed annual objectives;
 - 4.1.4. To assist in the development of a customer driven culture, through a focus on process improvement and data accuracy; and
 - 4.1.5. To provide support and back up to the Customer Service Manager as required.
 - 4.2. **Within the Organisation:**
 - 4.2.1. To provide advice and assistance on debt management issues to the Board, the Executive Management Team, Operations Leadership Team and other staff.
5. **KEY RESPONSIBILITIES:**
 - 5.1. Coordinate all debt management processes, including responsibility for management reports of debts outstanding and preparation of all debt related monthly reports;
 - 5.2. Act as corporation contact with third party providers on debtor's collection and related issues, highlighting problem debtors and providing advice on resolving these matters;
 - 5.3. Respond to customer enquiries regarding payment arrangements and process applications for flexible payment plans;
 - 5.4. Implement the corporation's hardship policy by provision of information on assistance available including agreed payment arrangements and applications for government funded assistance programs such as the Utility Relief Grant scheme;
 - 5.5. Prepare reports and make recommendations on "fresh start" hardship requests to the Customer Services Manager for submission to the board;
 - 5.6. Monitor outstanding debtors in accordance with company policies and procedures;
 - 5.7. Prepare and process journal entries in the financial Management Information System;
 - 5.8. Maintain the debt module in the financial Management Information System;
 - 5.9. Generate a range of ad hoc financial records and reports as required;
 - 5.10. Place and lift debt control restrictions in accordance with company policies and procedures;



- 5.11. Ensure that work processes and procedures are well documented and updated;
- 5.12. Identify and raise areas for improving efficiency in the management of customer debt;
- 5.13. Assist in the coverage of duties in the absence of Customer Service team members;
- 5.14. Resolve and process customer account enquiries and correspondence including complex enquiries;
- 5.15. Work in accordance with current Occupational Health and Safety standards; and
- 5.16. Other duties and functions that may be required from time to time by the Senior Customer Service Officer or Customer Services Manager.

6. ORGANISATIONAL RELATIONSHIPS:

- 6.1. Reports to the Customer Services Manager;
- 6.2. Works as an integral part of the Customer Service Team; and
- 6.3. Provides support and advice to all other employees as required.

7. ACCOUNTABILITY & EXTENT OF AUTHORITY:

- 7.1. Accountable to the Customer Services Manager for undertaking assigned tasks and duties;
- 7.2. Authority to manage contractors or third party providers required for the achievement of objectives;
- 7.3. Authority to recommend solutions not already provided by existing policy and procedures as required to achieve the objectives set by the corporation;
- 7.4. Authority to plan work in advance; and
- 7.5. Authority to exercise delegations approved for the position.

8. JUDGEMENT & DECISION MAKING:

- 8.1. The objectives of this position are well defined in terms of policy and procedures, legislation and regulation;
- 8.2. This position will be involved in solving problems using procedures, guidelines and relevant specialist knowledge acquired through experience;
- 8.3. The nature of the work is not always clearly defined; and
- 8.4. Guidance and advice are usually available.

9. SPECIALIST KNOWLEDGE AND SKILLS:

- 9.1. Management of a large customer data base / debt module;
- 9.2. Management of a debt portfolio;
- 9.3. Credit management skills;
- 9.4. This position requires an understanding of the function of the role within the department and where appropriate, the goals of the wider organisation;
- 9.5. Proficiency in the application of standardised procedures and regulations; and



- 9.6. Ability to adapt and exercise skills in debt management;
- 9.7. An understanding of and an ability to operate within legislative and organisational policies and procedures.

10. MANAGEMENT SKILLS:

- 10.1. Ability to manage time, set own priorities, plan and organise one's own work so as to achieve objectives within a set timetable.

11. INTERPERSONAL SKILLS:

- 11.1. Ability to gain co-operation and assistance from clients, members of the public, contractors and other employees in the administration of the role;
- 11.2. Excellent written and verbal communication skills; including the ability to write reports including making recommendations and prepare external correspondence;
- 11.3. Negotiation and conflict resolution skills;
- 11.4. The position requires an employee who is a 'team player' who is prepared to learn and assist others in the organisation as needed.

12. QUALIFICATIONS AND EXPERIENCE:

- 12.1. Demonstrated experience in managing a large computerised customer data base / debt module;
- 12.2. Demonstrated experience in credit control and / or debt collection;
- 12.3. Experience in the utilities industry, local government or mercantile agency is desirable;
- 12.4. Qualifications in business administration or related discipline would be well regarded but not mandatory.

13. TRAINING:

- 13.1. Training will be provided and will comprise on the job training and courses both on and off site.
- 13.2. Participation in committees, work groups and conferences as appropriate.

14. KEY SELECTION CRITERIA:

- 14.1. Post-secondary qualifications in a relevant field e.g. Business Administration or Financial Services
- 14.2. Experience in credit control and / or debt management including the management of databases;
- 14.3. Capability in administrative processes including report writing and external correspondence.
- 14.4. Proficient with Microsoft Office applications (word processing and spreadsheets essential).
- 14.5. Ability to communicate effectively and develop productive working relationships, both internally and externally.



- 14.6. Capability in exercising sound judgment, initiative and confidentiality in the performance of work is essential.

15. STANDARD CLAUSES:

- 15.1. To act consistent with the four values outlined in the Behavioural Charter. To recognise and provide feedback to others when these behaviours are being demonstrated or not. These values are: showing respect, encouraging and creating quality, being responsible and being honest.
- 15.2. To undertake all duties in a manner which will ensure that fellow workers and myself comply with the Corporation's policies, and processes in relation to Health, Safety and Environment. Also to draw to the attention of my manager/supervisor or Health, Safety and Environment representative any hazards which present a risk.
- 15.3. To be aware of and follow Westernport Waters policy on managing risk and within my delegated authority reduce, remove or minimise such risk or report potential hazards/risks (and possible solutions) to the relevant manager/supervisor or Health, Safety and Environment representative.
- 15.4. To continually find ways and means of improving the efficiency of the work being undertaken by initiating and/or recommending process improvement and to take part such cross functional business projects.
- 15.5. To maintain all records under my responsibility in accordance with Westernport Water's Records Management Policy Trim Ref INT09-00392.
- 15.6. To act in an environmentally responsible manner at all times and report any environmental issues or incidents (and possible solutions) in accordance with Westernport Water's Environmental Management System to assist the Corporation manage its environmental impact.

Prepared by: Merryl Todd
Customer Services Manager

Date: 25th August 2008

Approved by: Keith Gregory
Acting Managing Director

Date: 25th August 2008