



1. **TITLE:** SUPPORT OFFICER - CASUAL
2. **CLASSIFICATION:** BROAD BAND 2
3. **DEPARTMENT:** ALL
4. **POSITION OBJECTIVES:**
 - 4.1. **Objectives of Position:**
 - 4.1.1. To deliver first class service to the customers of Westernport Water;
 - 4.1.2. To deliver administrative support to the Corporation;
 - 4.1.3. To carry out the key responsibilities of the position;
 - 4.1.4. To achieve agreed performance objectives.
 - 4.2. **Within the Organisation:**
 - 4.2.1. To assist other employees / departments as required.
5. **KEY RESPONSIBILITIES:**
 - 5.1. **Customer Service Provision**

The key responsibilities include, but are not limited, to responding to customer enquiries and requests for service, maintaining a range of customer records and databases, receipting and recording of payments of tariffs and charges.

 - 5.1.1. Provide quality customer service support and assistance requiring the exercising of sound judgement, initiative and maintenance of confidentiality in the performance of work;
 - 5.1.2. Provide prompt and courteous attention to customers making enquiries, requesting information or requiring assistance with service difficulties;
 - 5.1.3. Log all enquiries and requests in the Corporation's customer relationship management system;
 - 5.1.4. Complete all actions required in a manner to meet or exceed the Corporation's obligations under the Essential Services Customer Service Code and the Corporation's Customer Charter;
 - 5.1.5. Receipt all payments of tariffs and charges made at Westernport Water.
 - 5.2. **Account Maintenance**
 - 5.2.1. Assist in the maintenance of customer records and associated information databases as directed;
 - 5.2.2. Updating ownership and postal address changes;
 - 5.2.3. Prepare Information Statements and liaise with solicitors;



- 5.2.4. Process applications for water supply tapplings and sewerage connections and maintain related records;
- 5.2.5. Investigate "lost" customers, eg returned accounts, properties with no postal address.

5.3. General Administration

The key responsibilities include, but are not limited to, providing administrative support to various departments within the Corporation.

- 5.3.1. Develop and maintain accurate administrative records that effectively support the relevant departments;
- 5.3.2. Carry out the routine mail delivery and receipting through the Corporation's document management system;
- 5.3.3. Assist with the Accounts Payable data processing;
- 5.3.4. Other duties as required.

5.4. Meter Reading

- 5.4.1. Undertake meter reading and carry out special meter readings.
- 5.4.2. Support the account and collection process through the restriction of water supply for non-payment, removal of restrictors and associated customer service and documentation.

5.5. Other

- 5.5.1. Assist with other Customer Service functions and provide relief backup as required;
- 5.5.2. Work in accordance with current Occupational Health and Safety standards.

6. ORGANISATIONAL RELATIONSHIPS:

- 6.1. Responsible to the General Manager Employee & Customer Relations;
- 6.2. Work as an integral part of the Corporation;
- 6.3. Provide support and advice to other employees as required.

7. ACCOUNTABILITY AND EXTENT OF CORPORATION:

- 7.1. Accountable to the General Manager Employee & Customer Relations for undertaking assigned tasks and duties;
- 7.2. The extent of authority of this position is limited by standards and procedures, the content of this position description and assigned tasks;
- 7.3. The incumbent will work within specific guidelines and under general supervision.



8. JUDGEMENT & DECISION MAKING:

- 8.1. 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;
- 8.2. When dealing with non-routine matters, support and guidance is always available from senior staff;
- 8.3. The nature of the work is always clearly defined with well documented procedures.

9. SPECIALIST KNOWLEDGE AND SKILLS:

- 9.1. Proficiency in clerical/administrative practices and procedures appropriate to position and level of responsibility;
- 9.2. Proficiency in office software, including the Microsoft Office suite of products
- 9.3. Excellent verbal and written communication;
- 9.4. Excellent customer service skills.

10. MANAGEMENT SKILLS:

- 10.1. Time management;
- 10.2. Ability to understand and operate within organisational policies and procedures;
- 10.3. Ability to work independently and under general supervision and use initiative within established guidelines;
- 10.4. The ability to systematically approach a number of varied tasks simultaneously and meet deadlines.

11. INTERPERSONAL SKILLS:

- 11.1. Ability to gain cooperation and assistance from members of the public, customers and other employees to achieve assigned tasks and duties;
- 11.2. The ability to determine priorities, work within deadlines, discuss and resolve issues with supervisors and fellow employees are essential to the position;
- 11.3. Effectively and efficiently operate within a team environment, assisting in other areas as needed.

12. QUALIFICATIONS AND EXPERIENCE:

- 12.1. Experience in a clerical / administrative position;
- 12.2. Current Victorian manual Drivers Licence;
- 12.3. 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.



13. TRAINING:

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

14. KEY SELECTION CRITERIA:

- 14.1. Demonstrated experience in customer service;
- 14.2. Demonstrated capability in administrative processes;
- 14.3. Demonstrated capability and experience in the use of computers in particular, Microsoft applications;
- 14.4. Demonstrated accuracy in the collection and inputting of data;
- 14.5. Excellent communication and interpersonal skills;
- 14.6. Demonstrated ability in working as part of a team;
- 14.7. Demonstrated capability in exercising sound judgement, initiative and maintenance of confidentiality in the performance of work.

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.

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