

# Barwon Asset Solutions

## Position description and specification

Position: Communications Centre Consultant  
Department: Logistics  
Classification: Band 4

## Organisational context

Barwon Asset Solutions (BAS) is a 100% locally-based maintenance services company, and a wholly owned subsidiary of Barwon Water.

BAS provides high quality, smart, asset maintenance and project management services to Barwon Water, its customers and the community.

Operating 24 hours a day, seven days a week, every day of the year, BAS supports Barwon Water's mission to provide efficient water and sewerage services in an environmental responsible manner.

BAS and Barwon Water are proud to be building a safe, diverse and inclusive workforce and in 'going the extra mile' to create opportunities for people of diverse backgrounds and experiences.

## Position purpose

Barwon Water customers must be able to report Faults and Emergences for water and sewage services at any time, 24/7. The BAS Communication Centre Consultants provide this service to Barwon Water customers after-hours, via our 24 hour Communications Centre. The team is dedicated to the provision of quality customer support services facilitating the reporting of Emergencies and Faults via the dedicated 'hotline' and on-line channels. Other key responsibilities include on-line monitoring of telemetry and security systems, works dispatch and liaison with field crews engaged in the operation and maintenance of the water supply and sewerage systems.

## Position environment

### Reporting lines

- Logistics Coordinator
- General Manager

### Key internal relationships

- Field Crews
- Field Crew Team Leaders
- Operations Department Personnel
- Contact Centre Staff

### Key external relationships

- Barwon Water Customers and members of the public
- Plumbing Contractors and Developers
- Providers of products and services (contractors and consultants etc)
- Emergency Services organisations and other statutory bodies.

### Financial accountability

Nil

## Key accountabilities

### **Answer Emergency & Faults calls efficiently and effectively.**

- Present a courteous and customer focussed image in all dealings with the general public and other contacts.
- Access information from enterprise computing systems to satisfy customer enquiries and to assist in making accurate diagnoses of service problems.
- Create accurate work cases in computerised works management with appropriate priority levels to ensure timely response by field based crews.
- Handle difficult customers focusing on a professional approach and customer satisfaction
- Liaise with other authorities and external service providers regarding asset locations, emergency works, including “dial B4 you dig” etc.

**Monitor online systems and ensure timely response to alarms raised.**

- Monitor Barwon Water's System for alarms, acknowledge and action in accordance with established operating procedures.
- Provide timely feedback to the Logistics Coordinator on the performance of the Telemetry System.

**Dispatch maintenance crews after hours to assigned emergencies and faults.**

- After hours and on weekends, electronically dispatch maintenance field units to assigned cases including the dispatch of supplementary resource to assist field units already dispatched to a case.
- Communicate supporting information relevant to the case to the dispatched resource(s).

**Manage after hours resourcing.**

- Manage the dispatch of Cases (work) to field crews efficiently and effectively
- Liaise, as necessary, with supervisors, field staff and other service providers to ensure effective mobilisation of resources.
- Act as a Fire Safety Coordinator, to support the Fire Ready program, after hours, for Barwon Water & BAS. Act on and escalate generated alarms with appropriate urgency, in accordance with the Fire Ready processes.

**Perform general functions.**

- Initiate supervisory/management response to designated events via short message service (SMS).
- Provide timely and accurate customer feedback on the status of responses to service calls and general enquiries including operation of an automated telephone response system.
- Record details of worker entry/exit at pump stations and treatment plants.
- Utilising StaySafe record activity on weekends and after hours for any Barwon Water employee, working alone, that contacts the communication centre and requests to be added or removed from the StaySafe system.
- Perform a security monitoring function including activities such as video surveillance monitoring, daily site security checks including lock-up/unlock procedures, and afterhours access for workers/visitors to the Kadak PI complex.
- Accept and respond to calls from external security monitoring agents for key Barwon Water facilities.
- Prepare regular shift reports and conduct shift changeover briefings for the incoming Duty Officer(s).

#### **Contribute to optimising health, safety, environmental and quality performance at Barwon Water**

- Perform tasks in accordance with procedures, plans and other documented instructions.
- Monitor and report workplace to identify hazards and take appropriate action to rectify.
- Promote Barwon Water & BAS' high standards in relation to health, safety, environment and quality
- Participate in workplace audits and inspections and report any opportunity for improvement

It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of your position. The accountabilities as specified above may be altered in accordance with the changing requirements of the role.

#### **Intellectual Property**

Intellectual Property created by you (the employee) during the course of your employment with Barwon Asset Solutions will have all right, title and interest in assigned to Barwon Asset Solutions. This includes intellectual property created in connection with or related to the performance of the duties as detailed in this position description, whether or not created during normal business hours or using Barwon Asset Solutions premises or equipment.

#### **Compliance responsibilities**

- Relevant laws and regulations
- Industry codes
- Barwon Asset Solutions policies and procedures
- Certified management systems standards

Comply with all Barwon Asset Solutions policies, procedures and guidelines including those relating to health, safety, environmental and quality performance, equal opportunity (including harassment and bullying), and privacy code of conduct.

#### **Mandatory requirements**

- Availability for a reasonable amount of overtime.
- Ability to work night shifts with no supervision.
- Ability to work rotating shift work if required.
- Attendance at quarterly Communications Centre Operator meetings outside the normal spread of work hours is mandatory.

- A willingness and capacity to work extended hours, including weekends and public holidays is mandatory.

## Success profile

### **Qualifications and experience**

- A relevant qualification such as a Certificate III or IV in Telecommunications or Customer Service (Call Centres) would be desirable.
- Proven experience in using computer-aided dispatch systems.
- Minimum of 6 months' experience in an operations or Contact Centre environment.
- Demonstrated experience in utilising technical software, analytical and administrative skills along with good customer and interpersonal skills.

### **Knowledge and skills**

- Assertive, self-motivated and results focussed, giving attention to detail and having a strong sense of urgency where required.
- Ability to build interpersonal relationship and communicate with a diverse range of people.
- Proven ability to work independently and to use initiative.
- Proven telephone customer service skills, an ability to empathise with our customers and strong problem solving skills.
- Proven ability to manage difficult customer enquires over the telephone and track to resolution.
- The ability to manage demanding workloads and competing priorities in a sometimes high pressure, time critical environment is required.
- A commitment to teamwork, flexibility, quality and continuous improvement philosophies, and to a healthy and safe work environment is essential.