

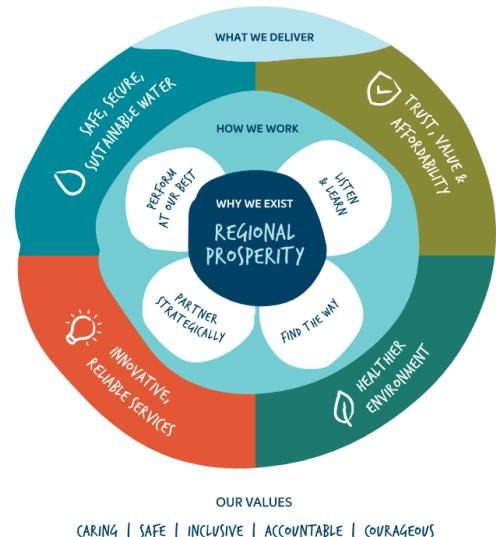
# Customer Operations Officer

<b>Group</b>	Customers, Community & Strategy
<b>Department</b>	Customer Centre
<b>Job Family</b>	Customer Support & Revenue
<b>Classification</b>	Band 5
<b>Approved by</b>	Head of Customer Centre
<b>Date</b>	June 2024
<b>Position Purpose</b>	The Customer Operations Officer delivers high quality customer experiences and outcomes by performing high-volume standardised generalist tasks related to billing, metering, connections & collection services. The position supports continuous improvement initiatives as required.

## Organisation context

Recognising the challenges of climate change, population growth, rapid technological advancement, and economic transition, we are shifting our mindset from water utility to being a leader of the region's prosperity.

Our vision for regional prosperity not only encompasses economic, social, and environmental elements, but also recreational and cultural aspects, including enhancing Aboriginal values.



## Customers, Community & Strategy group

The purpose of the Customer, Community and Strategy group is to develop key corporate strategies that guide the organisation and deliver services that strengthen customer and community experiences and perception of trust, reputation, value for money and performance.

## Customer Centre department

Achieving Barwon Water's vision requires a team of customer focussed individuals who are dedicated to engaging with and supporting our customers and community with exceptional customer experiences. The purpose of the Customer Centre department is to deliver key customer interfaces including customer service, connection services, metering, billing, payments, debt collection and CX initiatives that provide value, and are valued by, our customers, community and stakeholders.

## Organisational relationships

Reports to	Team & Optimisation Leader
Directly supervises	Not applicable

## Accountabilities

### Perform Customer Operations functions.

- Monitor and proactively action work queues and customer communication channels to ensure the timely delivery of services to meet customer expectations, and Barwon Water's compliance requirements.
- Meet or exceed the service levels and timeframes outlined by Barwon Water policies and procedures, legislation, industry standards and regulations.
- Provide timely insights and options for consideration when matters require escalation.
- Liaise with other teams to resolve breaches of general service levels, for example delays to application processing times.
- Work with other areas of the business to identify solutions that best meet customer and business needs.
- Assist other Barwon Water departments and resolve internal enquiries.
- Investigate root cause issues and identify potential solutions.
- Prepare written documentation that ensures Barwon Water responds to all customers in a professional manner and within the timeframes as required within the Customer Charter.
- Provide enquiry responses via a customer's desired communication channel.
- Interact with customers via front counter (face-to-face) and telephone enquiries/emails as required.
- Address and escalate customer complaints (as required).
- Establish and foster strong working relationships with internal and external stakeholders.
- Monitor and ensure compliance with industry standards and regulations.

### Continuous Improvement (CI)

- Support the identification and development of continuous improvement opportunities to meet Barwon Water's needs, resolve customer complaints and optimise customer outcomes.
- Contribute to the identification and delivery of process and system efficiencies.
- Join the Continuous Improvement team on a project basis to provide subject matter expertise to CI initiatives.
- Contribute to the development and maintenance of the Knowledge Base content to ensure work instruction accuracy and best practice.

### Compliance and reporting management

- Assist with reporting requirements for the Customer Operations team.

- Maintain relevant information, data and statistics for internal and external reporting requirements.

### **Health, Safety & Wellbeing**

Barwon Water is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the Occupational Health & Safety Act 2004 and all regulations, codes of practice and organisation policies and procedures. In addition, employees are expected to:

- Promote and demonstrate Barwon Water's high standards in relation to health, safety, environment and quality, championing a culture of safety in the workplace.
- Report unsafe work practices, incidents, hazards and near misses, and unacceptable workplace behaviours.

### **People Leadership**

Barwon Water will comprise a diverse and accountable organisational culture, enabled through inclusive leadership and aligned to strategy, values and behaviours. At Barwon Water all employees are expected to promote and foster collaborative team and stakeholder relationships based on growth and resilience, integrity, accountability and inclusion, and commit to the Barwon Water value of 'Leadership'.

### **Competencies**

<b>Performance &amp; Achievement</b>	Achieves outcomes with a performance mindset and clear sense of accountability.
<b>Commercial &amp; Financial Acumen</b>	Delivers with commercial, financial, and organisational nous.
<b>Effective Communication &amp; Impact</b>	Collaborates and communicates with clarity, vision, purpose, and impact.
<b>Customer &amp; Community</b>	Creates Customer and Community value.
<b>Growth &amp; Resilience</b>	Operates with resilience, growth and adaptivity.
<b>Inclusion</b>	Open and accepting of different ideas and experiences, groups and people and harnesses their potential.
<b>Change &amp; Innovation</b>	Positively contributes to innovation, change and improvement.

### **Performance level**

<b>Action &amp; Accountability</b>	The Customer Operations Officer exercises discretion in responding to customer queries, reviewing, assessing and approving applications within existing standard processes and practices. May use various specialised techniques, systems, equipment, methods or processes in undertaking their work.
<b>Judgement &amp; Problem Solving</b>	The work performed by the Customer Operations Officer is clearly defined with procedures well understood. This position will use judgement and problem solving skills to make assessments from a range of options that have elements of complexity, in reaching decisions and making recommendations

<b>Specialist Knowledge &amp; Skills</b>	The Customer Operations Officer has specialist knowledge in a number of advanced skill areas relating to the more complex elements of post-trades or specialist disciplines either through formal training programs or on-the-job training.
<b>Management Skills</b>	The Customer Operations Officer provides other employees with on the job training, guidance and knowledge of workforce policies and procedures and may lead employee groups to deliver work programs.
<b>Interpersonal Skills</b>	The Customer Operations Officer is required to use persuasive communication skills to participate in specialised discussions relevant to their role and to resolve issues, including needing to explain policy to customers and stakeholders and reconcile different points of view.
<b>Qualifications &amp; Experience</b>	Thorough working knowledge and experience of all work procedures, or alternatively qualifications which may be acquired through: <ol style="list-style-type: none"> <li>post-trade certificate, other post-secondary qualification below diploma, or</li> <li>diploma or advanced diploma, or</li> <li>degree with minimal experience, or</li> <li>considerable knowledge and skill gained through on-the-job training in accordance with the requirements of the work in this level.</li> </ol>

## Success profile

- Ability to deliver high quality customer experiences.
- Demonstrated ability to work in a flexible and agile manner.
- Ability to build and maintain collaborative working relationships both within the team and other Barwon Water departments.
- Strong analytical and problem-solving skills to ensure effective outcomes.
- Effective organisational and time management skills with proven ability to work effectively in fast paced environments.
- Ability to communicate and acknowledge customer concerns by listening and empathising with customer where appropriate.

## Equal opportunity

Barwon Water offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

## Risk and Compliance Management

Barwon Water is committed to a structured approach to Fraud and Corruption and Risk and Compliance Management in support of its business objectives, including the delivery of safe and reliable water, sewerage and recycled water services to our customers and community.

Barwon Water shares responsibilities for these activities across the organisation and expect employees to perform their duties in accordance with policies and procedures.

Signature

---

Employee Name (print)

---

Employee signature

---

Date

*We understand that life balance is an important part of our employees' lives. Barwon Water offers a wide range of flexible arrangements to enable you to balance your work with other commitments and activities including family, health, study, carer responsibilities, hobbies and life/career aspirations. We provide various options such as flexible start and finishing times, working part time, job sharing, working from home and paid leave provisions that can be negotiated to help balance your personal commitments with the demands of the role.*