



Gippsland  
Water

# Join our team

Customer Contact Officer  
Part time temporary

Position Description



# About us

We're the second largest regional urban water corporation by revenue in Victoria, comprising a diverse, complex and geographically dispersed asset base, with over 300 team members across seven departments.



## So why choose us?

We exist to deliver reliable, high-quality water, wastewater and waste recovery services to ensure the economy and liveability of the central Gippsland region.

Our region is diverse which presents many challenges, and we play an important role in its ongoing stability and transition.

We're continuing to focus on:

- maintaining quality water and wastewater services for our customers at an affordable price
- our sustainable future and the future of the region, and
- the role we play in the future.

## Our people

Our strategic priorities provide the direction and insight into how we will deliver on our vision, highlighting that our people play an integral role in our ability to achieve successful outcomes for our customers and the community.

We're committed to building a diverse and inclusive workplace and strongly encourage applications from experienced women and men, people with disabilities, LGBTIQ+, ATSI, culturally and ethnically diverse candidates to best represent and engage with communities we live and work in.

## Our achievements

With a clear strategy, strong leadership and driving accountability in a consistent way across the business we've been able to drive a positive and constructive culture shift, and a sustained increase to employee engagement.

## Our values

We take pride in partnering with the community in providing quality water and waste services so we can enjoy a healthy and sustainable Gippsland for generations to come.

Our values are:

- Safety and wellbeing
- Customer focussed
- Innovation
- Accountability
- Collaboration
- Integrity & Respect

## What we have to offer

We are growing, innovative and committed to ensuring that Gippsland Water remains a great place to work. We do this by offering a flexible and stimulating workplace and investing in our people to enable us to adapt to the changing needs of our region.

But that's not all - it's also about freedom. We support our people to achieve their potential by providing the freedom to learn, explore and be true to their passion.

## Interested to find out more?

For more information about our career opportunities and what we can offer you, please visit [www.gippswater.com.au/careers](http://www.gippswater.com.au/careers)

## POSITION DESCRIPTION

# Customer Contact Officer

### POSITION DETAILS

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Position Title: Customer Contact Officer

Reports to: Team Leader Customer Experience / Customer Care

Department: People and Customer

Location: Traralgon

Date: January 2022

Document Reference: COR/11/38852

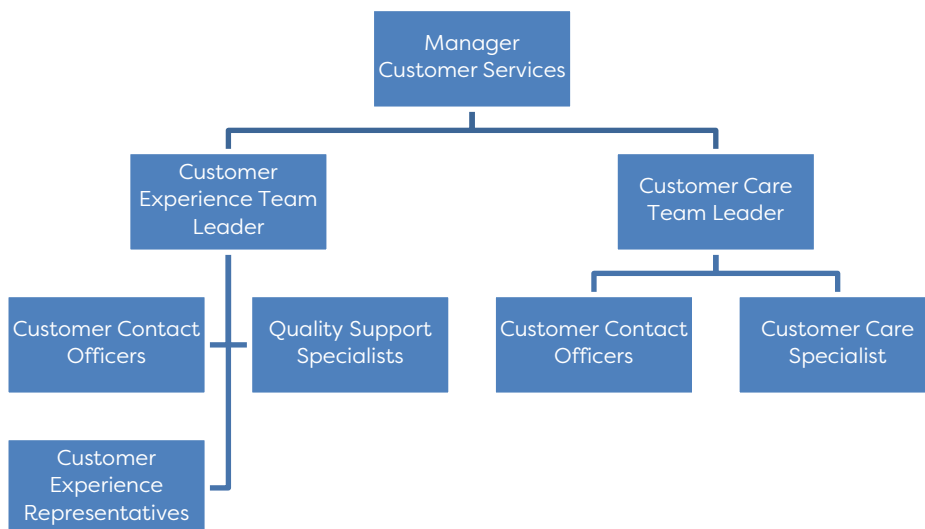
### PURPOSE OF POSITION

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The Customer Contact Officer will actively identify the needs and expectations, process and respond to internal and external customer queries, with the objective of ensuring a high level of customer service is provided within regulatory guidelines, industry standards and Gippsland Water policies and procedures.

### ORGANISATION STRUCTURE

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## KEY ACCOUNTABILITIES

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This position is primarily accountable for providing first class customer service in line with our organisational values, whilst focusing on resolving enquires at the first point of contact for both internal and external customers. The Customer Contact Officer must produce accurate and timely administration of tasks as they will directly impact on customer perceptions of Gippsland Water through their customer interaction.

## KEY RESPONSIBILITIES

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- Respond to a wide variety of customer enquiries and complaints in a timely manner to ensure customer needs are met and a positive perception of Gippsland Water is portrayed.
- Assist other Gippsland Water departments in responding to and actioning SCADA alarms in a timely manner to ensure major interruptions are avoided to critical Gippsland Water systems.
- Assist other Gippsland Water departments by actioning and following up the Remote Operator process to ensure the safety of Gippsland Water's remote operators.
- Identify and contribute to continuous improvement initiatives for Customer Services processes to maximise cost or time efficiencies in our processes.
- To ensure that corporate targets and KPI's are met to enhance the reputation of Gippsland Water with other Statutory, Regulatory and Industry organisations.
- Ability to work as part of flexible multi-skilled team that is adaptive to the work requirements of the Customer Services workgroup, comprising of Customer Contact, Customer Care and Billing teams.
- Process payment arrangements and implement credit management procedures including financial hardship, debt recovery action and restriction of water supply for non-payment of accounts to ensure continued financial viability of Gippsland Water.
- Contact and negotiate with customers experiencing financial hardship/difficulty.
- Process tenancy, pension and third party applications to ensure Gippsland Water's customer records remain accurate.
- Undertake duties to produce accurate and timely invoices for Gippsland Water customers' including the preparation of billing and meter reading schedules in accordance with Gippsland Water's billing periods.



## KEY CHALLENGES

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Dealing with customer issues that can be complex and require innovative solutions is critical to this role, as is the ability to deal with customers that are angry, irate or experiencing hardship.

The incumbent must have the ability to work as part of a multi skilled team that is flexible and adaptable to working requirements in an ever changing environment. In doing so, they must keep up to date with relevant information that is provided to customers.

## JUDGEMENT & REASONING

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The Customer Contact Officer is required to have the knowledge and skills to be able to deliver customer service to internal and external customers in an accurate and timely manner. This includes the ability to interpret, understand and apply policies, procedures, work practices and workflows in the areas relevant to Gippsland Water.

Most tasks performed within Customer Services are regular, well defined and consist of a regular sequence of events, which uses recurring problem solving methods. Procedures are well documented for reference.

Where an issue arises that is more complex, the Customer Contact Officer must correctly analyse the problem, assess a range of solutions and select the most appropriate based on their knowledge, interpretation of existing procedures and expertise. For assistance, the Team Leader is the first point of contact and the Manager Customer Services is referred to on an 'as needs' basis should problems not be covered by established procedures and policies within the required time frame. However, the incumbent must have the ability to work unsupervised during periods where decisions may need to be made without reference to a Team Leader or Manager.

## INTERPERSONAL SKILLS/COMMUNICATIONS

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Given the variety of internal and external customers and stakeholders they will come into contact with, the Customer Contact Officer must have the ability to work effectively with people at all organisational levels, and in doing so, understand the differences in their needs. To effectively achieve this, the incumbent must have well developed interpersonal and communication skills, including presentation, written and verbal.

An ability to convince and influence will enable the incumbent to clarify and resolve problems that occur, as well as inform and further discuss with customers that can be difficult to communicate with. This skill is critical to ensuring that Gippsland Water's reputation with our customers is maintained and enhanced at all times.

The incumbent must have the ability to talk and negotiate with customers having difficulties in paying accounts. They must be able to empathise with the customer and work with them toward a positive outcome for the business.

In addition, they are required to use a calm and proficient approach to respond to difficult situations and have the ability to convince others in the resolution of minor problems to enhance their customer’s perception of Gippsland Water.

**External Communications**

For the purpose of finding resolution for customers, the incumbent will communicate and negotiate with Gippsland Water customers and provide information to Gippsland Water contractors, Conveyancers, Gippsland Water service providers and various other external bodies.

**Internal Communications**

For the purposes of resolving customer queries, reporting and improvement of processes the incumbent communicates widely and regularly with the Manager Customer Services, Customer Experience Team Leader, Customer Care Team Leader, Quality Support Specialists, Customer Care Specialist and all other Gippsland Water workgroups.

**ESSENTIAL PROOF OF VACCINATION STATUS**

To meet our obligations under the *COVID-19 Mandatory Vaccination (Workers) Directions* proof of current COVID-19 vaccination status is required.

Individual’s records will be managed appropriately in strict accordance with Gippsland Water’s Privacy Policy, the Privacy and Data Protection Act 2014 (Vic) and Health Records Act (2001) [Vic].

**KNOWLEDGE, SKILLS & EXPERIENCE**

**ESSENTIAL & DESIRED SKILLS/EXPERIENCE**

Essential:	Desirable:
<ul style="list-style-type: none"> <li>• Demonstrated commitment, ability and experience in resolving customer enquiries and complaints whilst providing a strong customer focus.</li> <li>• A broad knowledge of Gippsland Water activities or an ability to quickly acquire the knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of customer record and maintenance systems such as Customer Information Billing and Customer Relations Management Systems and would be viewed favourably.</li> <li>• Demonstrated experience in a regulated call centre environment that focusses on first point resolution.</li> </ul>

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| <ul style="list-style-type: none"> <li>• Well developed written, verbal and communication skills.</li> <li>• A demonstrated ability to work effectively with computer based technology.</li> <li>• A demonstrated ability to learn and adapt to new responsibilities.</li> <li>• Ability to work unsupervised.</li> <li>• An understanding of and willingness to contribute to process improvement.</li> <li>• Well developed personal skills, with the ability to work effectively with people at all organisational levels.</li> <li>• Commitment and demonstrated ability to work as part of a team to achieve common objectives.</li> </ul> | <ul style="list-style-type: none"> <li>• Experience in dealing with customers that are facing hardship.</li> </ul> |
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## SELECTION CRITERIA

- Demonstrated experience in the resolution of a range of complex customer queries.
- Demonstrated analytical skills to enable appropriate and effective solutions for customer issues to be resolved.
- Demonstrated ability to work effectively as part of a team and contribute to the team's success.
- Demonstrated commitment to, and enthusiasm for the best customer and stakeholder experience.





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