

## POSITION DESCRIPTION

<b>Position title</b>	Major Customer Coordinator
<b>Section</b>	Operations Support and Projects
<b>Employment type</b>	Full Time Permanent
<b>Classification</b>	Band 7
<b>Location</b>	Warrnambool
<b>Date Approved</b>	July 2021
<b>Approving Officer</b>	Branch Manager – Operations

## POSITION OBJECTIVES

The primary role of the position is to manage the potable water supply and trade waste discharges from Wannon Water's major strategic customer's whilst developing and maintaining relationships with these customers.

The position will ensure both the customer and Wannon Water adhere to the requirements of the respective formal trade waste agreements ensuring compliance by the customer and minimizing load or other impacts on Wannon Water treatment and distribution asset.

The role will ensure that major customer trade waste and water supply data is accurate and correct to ensure ongoing revenue streams are maintained.

The role will also provide a key focus on additional revenue opportunities that may arise either through the Wannon Water core business deliverables such as trade waste treatment or through like business services.

## KEY RESPONSIBILITIES & DUTIES

- Ensure all major trade waste customers have a current Trade Waste Agreement (TWA).
- Manage major customers to ensure compliance with the terms of the TWA.
- Provide oversight of the monitoring and assessment of all trade waste discharge qualities and implementation of breach protocols if required.
- The position will also provide oversight for the management of the storage, transport, drying, testing, spreading, contracted disposal and reuse of Wannon Water's biosolids on selected farms.
- Ensure all trade waste and water supply billing information is accurate and verified in a timely manner prior to invoicing.
- Facilitate biannual meetings with each major trade waste and water supply customer ensuring that any major customer queries/issues are raised through the appropriate Wannon Water internal stakeholders, documented and resolved.
- Monitor the impact of trade waste customer discharges on the operation of Wannon Water assets and inform Operations of potential impacts.
- Develop annual trade waste report for each major customer.
- Management of the Brine Receiving Facility (BRF) and all of its users.
- Ensuring all customers of the BRF have an agreement and meet all OHS and Environmental requirements for using the facility.

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- Continual monitoring and assessment of all discharges to the BRF and implementation of breach protocols if required.
- Ensure all BRF user data is accurate and verified prior to invoicing
- Identify, facilitate and manage any other tankered waste disposal to Wannon Water's wastewater treatment plants.
- Risk assess any tankered waste to identify the appropriate disposal route, the appropriate fee as documented in the Pricing Handbook, and ensure it does not cause any OH&S or environmental risk or damage to Wannon Water's infrastructure prior to being discharged
- Dissemination of major customer information to all Wannon Water stakeholders
- Other tasks as required

#### ORGANISATIONAL RELATIONSHIPS

**Responsible to** Manager Operations Support and Projects

**Responsible for**

**External Liaison** Public Authorities, Regulators, Consultants, Contractors, Professional Personnel, Major Customers and the Public

#### ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable for all agreements for major customers, including but not limited to accuracy of billing, monitoring of specific requirements of the agreement, adherence to terms of agreement and issue resolution between major customers and Wannon Water.
- Determine the appropriate response to customer's queries or failure to adhere to the requirements of agreements. Consultation with Wannon Water management is required under the Instrument of Delegation prior to official response to the customer being issued.
- Accountable for ensuring that the biosolids disposal and reuse routes meet all EPA regulatory and Wannon Water requirements.
- The freedom to act is governed by policies, objectives and budgets with a regular reporting mechanism to ensure achievement of goals and objectives.
- Required to provide policy development concepts within the specific area of trade waste and biosolids management.
- This position is expected to be self-sufficient in the maintaining of relationships with major customers.
- This position is responsible for ensuring that all employees and contractors work in a safe environment and use sound and safe work practices which results in maximising health and safety in accordance with the relevant legislation.

#### JUDGEMENT AND DECISION MAKING

- Exercises individual judgment and initiative in the application of specific engineering/scientific principles, techniques and methods in assessing the impacts of customer discharges/water usage on Wannon Water's assets.

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- Determine the appropriate response to customer's queries or failure to adhere to the requirements of their TWA's.
- This position is strongly focused on problem solving through balancing major customer's needs and the ability of Wannon Water to meet those needs. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem solving process comes from the application of these established techniques to new situations and the need to recognise when these established techniques are not appropriate. Technical guidance may not always be available within the organisation and must be sought externally with specific user groups or specialists.

### SPECIALIST SKILLS & KNOWLEDGE

This position requires:-

- Tertiary qualifications in an appropriate Scientific or Engineering discipline or significant experience within a relevant field.
- Strong communication skills including verbal and written
- Demonstrated ability to develop and maintain business relationships
- Proficiency in the ability to monitor, analyse and report on detailed water/wastewater quality inputs and impacts
- Demonstrated ability to develop, verify and validate significant charging/billing systems
- Analytical and investigative skills are required to enable the formulation and review of options.
- Sound skills and knowledge in project delivery processes / project management.
- Demonstrated ability to participate as part of a team to assist in achieving its goals, including the ability to manage relationships with other team members that supports a high level of motivation and team morale.
- Broad skills and experience in the effective use of electronic business tools
- Sound knowledge of the application of Management Systems in an operational and regulatory environment.
- Knowledge of and familiarity with the principles and practices of general budgeting and relevant accounting and financial procedures are required.

### MANAGEMENT SKILLS

The position requires well developed skills in managing time, setting priorities and planning and organising work so as to achieve objectives and goals, taking account of organisational and external constraints and opportunities. The efficient management of contractors is required.

The position may at times require that the person work on their own, relying on their own resources and at other times to work in teams. Guidance and advice is generally available for this position.

### INTERPERSONAL SKILLS

The incumbent must have excellent leadership and communication skills so as to communicate and maintain relationships with all Wannon Water's Major Customers and internal stakeholders.

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#### QUALIFICATIONS & EXPERIENCE

- Tertiary qualifications in science or commercial disciplines.

Work experience:

- Demonstrated diverse experience in commercial and operational management roles, including specialist experience in the preparation of business cases for, and implementation of, commercial projects.
- Demonstrated understanding of regulatory requirements relating to water and sewage.
- Ability to identify and describe risks
- High level of interpersonal skills, written, verbal and visual and the ability to interact with all levels of staff and stakeholders
- Demonstrated ability to coordinate project delivery through liaison with direct reports, stakeholders, consultants and contractors
- Experience in the development of Policies, Procedures and Reporting Systems, preferable in the water industry.
- Well developed computer skills in a range of business applications.
- Proficiency in problem solving using theoretical and scientific approaches where required.

Personal Attributes:

- Independent, self-motivated, well developed communication skills, lateral thinking, seek excellence through contribution to a team.
- Well-developed computing skills. See solutions rather than problems.
- Must hold a valid driver's license.

A copy of current driver's licence is required for inclusion on personnel record.

#### INTEGRATED MANAGEMENT SYSTEMS

Wannon Water will plan, establish, implement, maintain, comply with and continually improve an Integrated Management System containing the elements of:

- AS/NZS ISO 9001: Quality management systems - Requirements
- AS/NZS ISO 14001: Environmental management systems - Specification with guidance for use and AS/NZS ISO 14004: Environmental management systems - General guidelines on principles, systems and supporting techniques
- AS/NZS ISO 45001: Occupational health and safety management systems – Requirements with guidance for use; and
- HACCP based Drinking Water Quality Management System

Every employee has the right and obligation to continually improve the Integrated Management System by:

- initiating action that prevents deficiencies and
- initiating, recommending and providing solutions to Management.

#### OTHER INFORMATION

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### Values

Wannon Water employees will demonstrate the values of the Victorian Public Sector as described in the Code of Conduct for Victorian Public Sector Employees (Responsiveness, Integrity, Impartiality, Accountability, Respect, Leadership, Human Rights) as well as Wannon Water's values:

### Our slogan

- Think It!
- Work It!
- Own It!

### Our Values

- People Focused
- Respect
- Collaboration
- Innovation
- Integrity

We are committed to a destination where:

- Our people love working at Wannon Water.
- Our customers consider us great value.
- Our community partnerships help this region flourish.
- We are proud of our business excellence.

### Inclusion and Diversity

Wannon Water embraces all forms of diversity and promotes family friendly working hours and leave arrangements to ensure our workforce is representative of the community that we serve.

### Minimum Employment Period

All successful applicants will be subject to six month minimum employment period as per the Fair Work Act 2009

### Code of Conduct for Victorian Public Sector Employees

The Corporation will require all successful applicants to adhere to the values and principles outlined within the Code of Conduct for Victorian Public Sector Employees.

### Policies and Procedures

All employees will adhere to systems, policies and procedures in relation to the Corporation's activities.

Employees should also adhere to the following principle:

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"The employee shall not use the position for their personal gain or advantage, nor disclose any confidential information which may be acquired as a result of their employment by the Corporation".

### Occupational Health & Safety

Wannon Water has developed OH&S policies & Procedures that are designed to meet the requirements of the internationally recognised Australian Standard / New Zealand Standard 45001 (AS/NZS ISO 45001). These standards ensure that all employees are provided with a safe and healthy working environment and compliance is mandatory.

### Equal Employment Opportunity

Wannon Water observes the principles of Equal Employment Opportunity and it is the responsibility of each and every employee of Wannon Water to ensure the workplace is free from discrimination.

### Training & Development

Wannon Water and its employees agree that well planned training is important to the success of the organisation. Wannon Water will work with employees to identify areas where the provision of training is required. An annual performance review of each employee will be undertaken by the employee's manager/coordinator in consultation with the employee to identify, plan and implement relevant training and development for the upcoming twelve months.

Wannon Water commits to providing suitable targeted training to equip employees with the necessary skills and competency to undertake their work.

Employee		Manager	
Name	_____	Name	_____
Signature	_____	Signature	_____