

## POSITION DESCRIPTION

<b>Position title</b>	Customer Relationship Management (CRM) Expert
<b>Section</b>	Digital Services
<b>Employment type</b>	Full Time Temporary Secondment
<b>Classification</b>	Band 5
<b>Location</b>	Warrnambool
<b>Date Approved</b>	June 2024
<b>Approving Officer</b>	Chief Information Officer

## POSITION OBJECTIVES

Wannon Water is leading a project that will introduce innovative business procedures and technological advancements in billing, revenue and customer experience using Salesforce (CRM) and a billing solution for the Customer Service Branch. This project is poised to enhance the organisation's ability to deliver value and improve the efficiency and effectiveness of meeting customer needs.

Under the direction of the project's Business Stream Leader and with guidance from the Change Management Leader, this Subject Expert will contribute to the implementation of these new practices and technology.

## KEY RESPONSIBILITIES & DUTIES

1. Contribute to the implementation of the project.
  - Analyze existing billing and CRM processes to identify areas for improvement or integration with new systems.
  - Participate in the design of the new billing and CRM systems to make sure that it meets the business needs.
  - Collaborate effectively with cross-functional teams including IT, Development Services and Customer Support to resolve gather details and resolve issues during the system implementation.
  - Provide advise and guidance on Salesforce functionality and best practices.
  - Ensure compliance with industry regulations and standards within the new system's processes.
  - Participate in system testing to ensure functionality meets the specified requirements including billing confidence testing.
  - Participate in the rollout of training and support to end-users on the new billing and CRM systems.
  - Contribute insights to internal communications.
  - Act as a champion and influencer promoting adoption of the new systems.
  - Attend and present progress at weekly team progress meetings.

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- Commitment to staying updated on industry trends, best practices, and new features related to billing systems and Salesforce CRM through self-learning and professional development activities.

Will be compliant with all Wannon Water Occupational Health & Safety policies & procedures at all times.

#### ORGANISATIONAL RELATIONSHIPS

**Responsible to:** Business Stream Leader  
**Liaises with:** Customer Support Coordinators, Senior Customer Support Officers, Manager Development Services, project team members, suppliers & consultants.

#### ACCOUNTABILITY AND EXTENT OF AUTHORITY

Freedom to act is governed by clear objectives with frequent prior consultation with more senior employees and a regular reporting mechanism to ensure adherence to plans.

This position will provide input into the design and implementation of new business processes.

#### JUDGEMENT AND DECISION MAKING

The nature of the work is specialised with methods, procedures and processes developed from theory or precedent. Work involves improving and developing methods and techniques generally based on previous experience. Problem-solving may involve the application of these techniques to new situations.

Guidance and advice is usually available.

#### SPECIALIST SKILLS & KNOWLEDGE

Employees involved in interpreting regulations require an understanding of the underlying principles involved as distinct from the practices.

Employees require an understanding of the role and function of the senior employees to whom they provide support, an understanding of the long-term goals of the unit in which they work and an appreciation of the goals of the wider organisation.

Employees require an understanding of the function of the position within its organisational context, including relevant policies regulations and precedents.

#### MANAGEMENT SKILLS

Requires skills in managing time, setting priorities and planning and organising one's own work so as to achieve specific and set objectives in the most efficient way possible, within the resources available and within a set timetable, despite conflicting pressures.

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### INTERPERSONAL SKILLS

Ability to explain new processes, build relationships and gain cooperation through effective verbal and written communication with all project stakeholders.

### QUALIFICATIONS & EXPERIENCE

Experience with Salesforce CRM systems is highly desirable.

High-level secondary qualifications (preferably VCE) together with 1-2 years relevant experience.

Experience with MS Office suite of software, together with advanced computer and keyboard skills is required.

### INTEGRATED MANAGEMENT SYSTEMS

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

- ISO 9001: Quality management systems - Requirements
- ISO 14001: Environmental management systems - Specification with guidance for use and ISO 14004: Environmental management systems - General guidelines on principles, systems and supporting techniques
- ISO 45001: Occupational health and safety management systems - Specification with guidance for use.

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

#### 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!

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### 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 in accordance with 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:

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

### Occupational Health & Safety

Wannon Water has developed OH&S policies & Procedures that are designed to meet the requirements of ISO 45001. These standards ensure that all employees are provided with a safe and healthy working environment and compliance is mandatory.

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### 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	_____
Date	_____	Date	_____