

## POSITION DESCRIPTION

<b>Position title</b>	Customer Support Officer
<b>Section</b>	Customer Services
<b>Employment type</b>	Permanent
<b>Classification</b>	Band 4
<b>Location</b>	Warrnambool
<b>Date Approved</b>	July 2025
<b>Approving Officer</b>	Branch Manager Customer Services

## POSITION OBJECTIVES

Provide efficient and effective customer service as part of the Customer Support team, working across front counter operations and the customer contact centre.

Leverage extensive knowledge of the water industry, along with relevant information and formalised procedures, to meet customer expectations.

## KEY RESPONSIBILITIES & DUTIES

- Manage incoming customer calls, emails, portal requests and chats, ensuring key performance indicators (KPIs) are consistently met.
- Attend to visitors and customers, handling their inquiries efficiently and effectively.
- Handle and resolve customer inquiries and complaints using the Customer Relationship Management System (CRM). Ensuring timely responses and notifications.
- Process payments received over the counter, by mail or through relevant agencies, ensuring the cash drawer balances daily and preparing associated banking documentation.
- Provide accurate and timely information regarding water and wastewater services, using both electronic and paper-based records, ensuring adherence to documented processes.
- Manage customer requests and data updates following established procedures, such as changes in tenancy, special meter readings, payment options, concessions, and customer details, ensuring high levels of customer satisfaction and maintaining an up-to-date CRM database.
- Act as an information source for the public on current events, and special projects.
- Contribute to the efficiency and effectiveness of the Customer Support team by providing constructive input on process improvements.
- Respond to requests for information statements ensuring key performance indicators (KPIs) are consistently met.
- Assist with issuing accounts in line with the billing schedule and timetables
- Process property ownerships changes or property creations ensuring key performance indicators (KPIs) are consistently met.
- Manage outbound calls and case management for vulnerable customers, while proactively using data and evidence to identify and prevent potential issues.

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- Oversee and ensure the availability of various customer support channels, while effectively communicating payment support options and assisting customers in accessing relevant programs.
- Conduct customer contact calls as needed for credit (debt) management.
- Perform other duties within the employee's skill set as directed by the Team Leader – Customer Support.
- Adhere to all Wannon Water Occupational Health & Safety policies and procedures at all times.

#### ORGANISATIONAL RELATIONSHIPS

<b>Responsible to</b>	Team Leader - Customer Support
<b>Responsible for</b>	Nil
<b>External Liaison</b>	Customers, members of the public, tradespeople, conveyancing-related personnel, consultants and contractors, municipalities, and other water authorities.

#### ACCOUNTABILITY AND EXTENT OF AUTHORITY

Freedom to act is governed by specific guidelines with scope to exercise some discretion to ensure adherence to the goals and objectives of Wannon Water and the team.

#### JUDGEMENT AND DECISION MAKING

The incumbent is expected to operate within clearly defined work objectives. Guidance and advice are readily available in a timely manner to support decision-making and determine the necessary course of action.

#### SPECIALIST SKILLS & KNOWLEDGE

The incumbent must possess a solid understanding of standard procedures and practices in an organisational context to support the team's and business's goals and objectives, along with a strong proficiency in using various computer software applications.

#### MANAGEMENT SKILLS

Skills in managing time, planning, and organising own work so as to meet clearly defined deadlines are required.

#### INTERPERSONAL SKILLS

The incumbent must be able to gain co-operation from internal and external parties within the clearly defined responsibilities of the role.

It is essential to work effectively within a close-knit team to achieve the objectives and targets of the Customer Support team.

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#### QUALIFICATIONS & EXPERIENCE

- Demonstrated experience in a customer support role.
- Certificate III in Business or related field (desirable).
- Experience within the water sector (desirable).

A valid Australian driver's licence 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:

- 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

##### 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:

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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.

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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 the internationally recognised ISO 45001. This standard ensures that all employees are provided with a safe and healthy working environment. 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	_____
Date	_____	Date	_____