

POSITION DESCRIPTION

Position title	Manager Customer Support
Section	Customer Services
Employment type	Permanent
Classification	Band 8
Location	Warrnambool
Date Approved	March 2026
Approving Officer	Branch Manager Customer Services

POSITION OBJECTIVES

- Lead, motivate and develop Customer Support team members to ensure the achievement of team objectives
- Drive change to systems and processes to improve customer outcomes and deliver on Wannon Water's Strategic Plan
- Collaborate and engage with internal and external stakeholders to keep abreast of best practice in the region, industry and more widely
- Manage the day-to-day functions of the Customer Support team

KEY RESPONSIBILITIES & DUTIES

Leadership and motivation

- Foster a high-performance culture within the Customer Support team
- Create a safe and inclusive environment that values and respects diverse styles, backgrounds, experiences and perspectives
- Lead, motivate and develop the Customer Support team, ensuring annual performance plans, regular reviews, and professional development plans are in place
- Ensure systems are in place for regular two-way feedback with team members
- Demonstrate and foster Wannon Water's values of integrity, collaboration, people focussed, innovation and respect in delivery of the role
- Contribute to our aspiration of "Zero Harm" to people and the environment

Driving change and strategy

- Oversee and facilitate the delivery of actions from relevant strategies and from our Strategic Plan
- Lead, advocate, drive and implement multiple customer improvements
- Ensure alignment to Wannon Water's Strategic Plan by determining, measuring and communicating the key customer service deliverables and metrics for the organisation
- Facilitate and lead integrated improvement initiatives to foster excellent customer outcomes – from customer interactions to the underlying systems supporting customer outcomes
- Actively manage change, shaping exceptional customer outcomes through an engaged and energised workforce
- Innovate continuously, looking outside as well as in, casting a broad net for ideas

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- Provide strategic, evidence-based advice throughout Wannon Water to enhance customer outcomes
- Seek, identify and enable opportunities for using customer intelligence to inform business strategy and service improvement opportunities

Collaboration and Engagement

- Collaborate closely with all relevant internal stakeholders in the delivery of the role, and in particular, with the Branch Manager Customer Services
- Represent Wannon Water with a range of professional bodies and associations, participating in committees and working groups focused on improved customer outcomes
- Keep abreast of customer support best practice and research in the region, industry and more widely
- Appropriately identify and deliver on partnership and collaboration activities internally and externally in support of customer support outcomes and more broadly our Strategic Plan
- Seek out and commission research to inform Wannon Water's customer aspirations
- Use best practice design approaches (e.g. human centred design) for improvements to customer outcomes

Management

- Oversee the resourcing management of the Customer Support team, including budgets, leave management and capability management
- Oversee and manage proper procurement, contract and contractor management associated with the role
- Ensure activities within areas of responsibility are undertaken in accordance with safety legislation, Wannon Water's occupational health and safety system and policies and procedures at all times
- Manage the development and implementation of key performance measures and control systems compatible with Wannon Water's system to enable progress reporting and exception reporting
- Prepare regular and special reports as required and carry out other duties as directed from time to time
- Develop, refine and improve appropriate policies, procedures, systems and standards to meet governance, legal and regulatory requirements for the accountability areas of the role

Customer Support Functions

- Customer service – contact centre including incoming phone calls, online chat, incoming emails and counter services; general, account and billing enquiries; process change of owner and tenants; information statements; daily banking; new property creations; returned mail; metered hydrants; and customer complaints including liaising with the Energy and Water Ombudsman (Victoria)
- Billing support – meter reading cycle; generation of bills, reminder notices and final notices; maintain the property database including ownership changes, tenancy changes, changes in services provided, new connections and meter change details; and complex billing enquiries
- Oversee customers in need of payment support – oversee a range of customer support options; financial assistance approvals; Utility Relief Grant Scheme; Centrepay; personal contacts; oversee mercantile agent for account follow-up and

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legal action; water supply restrictions (currently on hold); personal contacts and site visits; and community partnerships and outreach

ORGANISATIONAL RELATIONSHIPS

Responsible to	Branch Manager Customer Services
Responsible for	Customer Support team members
External Liaison	Customers, general public, consultants, professional personnel, mercantile agent, Energy and Water Ombudsman (Victoria), Essential Services Commission, other water businesses, Water Services Association of Australia

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Manage resources and/or provide advice to or regulate clients and/or participate in the development of policy.

The freedom to act is governed by broad goals, policies and budgets with periodic reviews to ensure conformity with those goals and a reporting mechanism to ensure adherence to budgets. Decisions and actions taken may have a substantial effect on the Customer Support teams or the wider organisation.

The advice and counsel provided is relied upon for guidance and part-justification for adopting particular policies the impact of which may be substantial upon Wannon Water or the community.

Have an input into policy development within their area of expertise and/or management.

JUDGEMENT AND DECISION MAKING

This position is essentially problem solving in nature. Methods, procedures and processes are less well defined and employees are expected to contribute to their development and adaption.

The primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

SPECIALIST SKILLS & KNOWLEDGE

This position requires proficiency in the application of a theoretical or scientific approach in the search for solutions to new problems and opportunities which may be outside the original field of specialisation by the employee.

An understanding is required of the long-term goals of the wider organisation and of its values and aspirations and of the legal and socioeconomic and political context in which it operates.

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A sound knowledge of budgeting and relevant accounting and financial procedures is essential except for specialist positions where such knowledge may not be required.

MANAGEMENT SKILLS

This position is required to supervise employees with extensive experience. Management skills are required to achieve objectives and goals, taking account of organisational and external constraints and opportunities.

INTERPERSONAL SKILLS

This position requires the ability to persuade, convince and negotiate with clients, members of the public, other employees, tribunals and persons in other organisations in the pursuit and achievement of specific and set objectives.

This position must be able to lead, motivate and develop other employees.

QUALIFICATIONS & EXPERIENCE

Essential skills and experiences required include:

- Bachelor's degree or higher in relevant area of expertise, and/or extensive equivalent experience.
- Proven experience in leading and developing a team.
- Extensive relevant and practical experience in customer support.
- Strong customer service and influencing skills.
- Proven ability to think strategically and creatively to maximise business growth opportunities in a competitive market environment.
- Highly motivated individual for success and exceed targets.
- Solutions focused through good analytic and problem-solving skills.
- Excellent communications skills in English (both written and verbal) and the ability to tailor communication materials for different audiences.
- Excellent interpersonal skills, collaborative style and ability to forge new relationships and partnerships.

A current Australian drivers 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

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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:



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.

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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 the internationally recognised Australian Standard / New Zealand Standard 4801 (AS/NZS 45001). These standards ensure 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	_____