

Position description

Customer Support Officer



Department	Executive Strategy, Partnerships and Performance
Section	Customer Services
Employment type	Permanent
Classification	Band 4
Location	Warrnambool
Date approved	August 2026
Approving Officer	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 and duties

Customer Service

- Manage incoming customer calls, emails, portal requests and chats, ensuring key performance indicators (KPIs) are consistently met.
- Handle visitor and customer inquiries efficiently and effectively.
- Handle and resolve customer inquiries and complaints using the Customer Relationship Management System (CRM). Ensure 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 KPIs are consistently met.
- Assist with issuing accounts in line with the billing schedule and timetables
- Process property ownerships changes or property creations ensuring 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.

Safety

- Adhere to all Wannon Water Occupational Health & Safety policies and procedures at all times.

Other Duties

- Perform other duties within the employee's skill set as directed by the Team Leader – Customer Support.

Organisational relationships

Responsible to	Team Leader – Customer Support
Responsible for	Nil
External liaison	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 and 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.

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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.

Qualifications and 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.

Our values and Code of Conduct

All employees are required to act in accordance with the Code of Conduct for Victorian Public Sector Employees and demonstrate the Victorian Public Sector values of responsiveness, integrity, impartiality, accountability, respect, leadership and human rights, together with Wannon Water's organisational values.



Inclusion and diversity

We embrace all forms of diversity and promote family friendly working hours and leave arrangements to ensure our workforce reflects the community that we serve.

Policies and procedures

All employees are required to adhere to systems, policies and procedures in relation to our activities. Employees shall not use their position for personal gain or advantage, nor disclose any confidential information acquired through employment by the Corporation.

Occupational health and safety

We've developed OH&S policies and procedures 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.

Equal employment opportunity

We follow the principles of equal employment opportunity, and every employee is responsible for ensuring the workplace is free from discrimination.

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Training and development

Well-planned training is crucial to our success. Managers and employees work collaboratively to identify training and development needs to equip our employees with the necessary knowledge and skills to perform their roles effectively. Each year, managers conduct performance reviews with employees to identify, plan, and initiate relevant training and development for the upcoming twelve months.

Signature

Employee Name

Employee Signature

Date

