

Position description

Industrial Customer Coordinator



Department	Water and Sewerage Services
Section	Water Quality & Environmental Services Branch
Employment type	Permanent
Classification	Band 7
Location	Warrnambool
Date approved	July 2026
Approving Officer	Executive Water & Sewerage Services

Position objectives

The primary role of this position is to manage the trade waste services and water supply for Wannon Water's industrial customers, and to strategically manage the processing and reuse of biosolids.

The position ensures customers comply with formal agreements and regulatory obligations when discharging into Wannon Waters sewer systems.

The incumbent is responsible for ensuring data is accurate and transparent, to ensure informed decision making and accurate billing of the industrial customers.

Key responsibilities and duties

- Ensure all existing Industrial Customers have an up-to-date trade waste agreement.
- Ensure all new industrial and tankered waste customers have been assessed by internal stakeholders to identify the appropriate disposal route and fees before acceptance into Wannon Waters systems.
- Ensure all data required in customer agreements and for regulatory purposes is accurately measured, stored and verified for invoicing and compliance with the Wannon Waters Trade Waste Agreements and Acceptance Criteria.
- Manage the operation of the Brine Receival Facility (BRF).
- Build strong relationships with industrial businesses, Septage and BRF users and biosolids reuse customers.
- Strategically manage Wannon Water's Biosolids Contractors to meet regulatory obligations regarding the delivery of sludge from treatment plants to biosolids facilities, short and long term storage, drying and testing, and spreading on reuse farms.
- Ensure biosolids reuse customers have appropriate permits and management plans in place.
- Strategically manage the long-term de-sludge program of Wannon Water's wastewater lagoon systems.
- Assist with annual recurrent and capital budgets in relevant areas.

Position description

Industrial Customer Coordinator



- Deliver responsibilities in accordance with the nominated budget and contribute to the financial accountability and growth of Wannon Water.
- Other tasks as required.

Organisational relationships

Responsible to	Manager Operations Support and Projects
Responsible for	N/A
External liaison	Public authorities, regulators, consultants, contractors, professional personnel, customers and members of the public.

Accountability and extent of authority

- Accountable for all agreements for industrial customers, including but not limited to accuracy of billing, monitoring of specific requirements of the agreement, adherence to terms of the agreement and issue resolution between customers and Wannon Water.
- Responsible for determining the appropriate response to customer 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 processing 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 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.
- This position is strongly focused on problem solving through balancing customer needs and the ability of Wannon Water to meet those needs. Problem solving is achieved through applying established techniques or recognising when these techniques are not appropriate. Technical guidance is not always available within the organisation and must be sought externally with specific user groups or specialists.
- Determine the appropriate response to customer queries or failure to adhere to the requirements of their agreement/s.

Position description

Industrial Customer Coordinator



Specialist skills and knowledge

- Proficiency in the ability to monitor, analyse and report on detailed water/wastewater quality inputs and impacts.
- Analytical and investigative skills are required to enable the formulation and review of options.
- 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 fosters a high level of motivation and team morale.
- Broad skills and experience in the effective use of electronic business tools such as Microsoft Office.
- 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

- This 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 works on their own, relying on their own resources and ability to self-motivate. Guidance and advice is not always available.

Interpersonal skills

- Excellent leadership and communication skills with the ability to engage effectively with internal stakeholders and maintain relationships with all of Wannon Water's Industrial Customers and members of the public.
- Strong written and analytical skills, including in the preparation of reports, briefings and presentations.

Qualifications and experience

- Tertiary qualification in science, engineering or commercial disciplines, or other relevant field.
- Experience in commercial or operational management roles, including experience in the preparation of business cases for and implementation of commercial projects.
- Demonstrated ability to coordinate project delivery through liaison with stakeholders, consultants and contractors.
- Proficiency in problem solving using theoretical and scientific approaches where required.
- A valid Australian Driver's License is required.

Position description

Industrial Customer Coordinator



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.

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