

Position Description

POSITION TITLE: Customer Service Officer - Urban	REPORTS TO: Team Leader Urban Customers
<p>Pay Band: Band 1-2 Progression from Band 1 to Band 2 will be available after 4 years of continued satisfactory service and completion of a Certificate III in Business Administration or equivalent. Consideration will be given to skills and experience in certain circumstances.</p>	
ORGANISATIONAL CONTEXT	
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply and disposal; river quality water for stock and irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>	
PRIMARY OBJECTIVES	
<p>The primary role of the Customer Service Officer - Urban is to provide support and service to LMW's customers by ensuring customer service requests and payments are actioned, processed and recorded accurately and in a timely manner at the front counter and call centre and will be responsible for customer first point of contact, both over the phone and at the counter and will liaise with relevant staff to deliver positive customer outcomes.</p> <p>The Customer Service Officer - Urban will strive to achieve excellent standards of service to internal and external customers and to enable the Corporation to meet regulatory requirements and accountabilities.</p> <p>As the Customer Service Officer - Urban you will work effectively as a member of a cross-skilled team, undertaking a multitude of customer related tasks that requires self-motivation, analytical skills, flexibility and autonomy and the ability to problem solve.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Leadership	<ul style="list-style-type: none"> • Work collaboratively as a member of the Customer team and with other relevant positions across LMW to provide information and advice. • Show initiative and be open to opportunities for change while working towards LMW's goals and strategies. • Work autonomously to prioritise workload. • Promote a culture that encourages risk discussions by integrating Risk Management into normal business practices. • Ongoing support and education of others within the team from within your knowledge and skills. 	<ul style="list-style-type: none"> • Ability to manage and develop performance effectively to meet deadlines. • Actively participate in training and work with stakeholders on system and process improvements. • Ensure documentation of processes and training of relevant employees. • Reporting of key performance indicators and data to the management team.
Customer	<p>KEY RELATIONSHIPS</p> <p>Internal:</p> <ul style="list-style-type: none"> • Customer Team • Metering & Irrigation Ops Team • People Team • Civil Maintenance • Property Services <p>External:</p> <ul style="list-style-type: none"> • Customers • Solicitors & Conveyancers • Real Estate Agents • Government Agencies • Service Authorities • Other stakeholders 	<ul style="list-style-type: none"> • Demonstrate strong professional working relationships with both internal and external customers. • Provide exceptional customer service to internal customers and assistance as required to external customers. • Active participation in team meetings and providing open, regular communication and updates on business as usual activities, projects updates and other opportunities. • Provision of fair, honest and constructive feedback to all key stakeholders. • Team and personal work objectives are carried out according to processing deadlines and KPI's.

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
Safety	<ul style="list-style-type: none"> • Active participation in safety meetings, training and other requirements determined by the LMW's OH&S management system. • Ensure that LMW provides a safe workplace that is free of harm from all forms of bullying, harassment, and discrimination. • Support the safety-first culture in the organisation. • Participate in LMW safety activities and initiatives. • Contribute to LMW providing a safe workplace that is free of harm from all forms of bullying, harassment and discrimination. • Investigate all hazards / incidents / injuries within areas of responsibility. 	<ul style="list-style-type: none"> • Compliance with OH&S Policy. • Demonstrate behaviours that promote safe work practices and respect for all employees. • Work behaviours promote safe work practices and respect for all staff members. • Completion of mandatory safety surveys, training and awareness.
Efficiency	<ul style="list-style-type: none"> • Identify and promote processes and procedures to achieve efficiencies with benefit to LMW and its customers. • Liaise with customers and members of the public to resolve enquiries / complaints. • Perform cashier duties including end of day balancing and banking. • Deliver quality information and services face-to-face, telephone and email to both internal and external customers. • Perform processing requirements for customer requests including but not limited to refunds, direct debits, tenancy movements, change of address and ownership and concessions and CentrePay. • Liaise with staff from other departments to resolve customer issues and maintenance requests. • Process, complete and record requests and monitor compliance in line with customer service standards. • Advise Team Leader or Manager of customer service trends and assist with proactive strategies to ensure best practice customer service. 	<ul style="list-style-type: none"> • Meet all processing requirements & timeframes set. • Accurate processing with low frequency of errors. • Reconciliations accurately completed and documented. • Provide the required reports for both Internal and External customers on time to the quality required. • Ensuring that user-friendly processes and procedures are developed in consultation with the broader organisation. • Software and databases are developed to ensure a high level of service is delivered to customers.

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KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
	<ul style="list-style-type: none"> Understand and adhere to Customer Service standards including the Customer Service Code and Customer Charters, and policies and procedures relating to customer service. 	
Capital	<ul style="list-style-type: none"> Ensure adherence to LMW's Policies, Procedures and Customer Charter(s) to ensure compliance with obligations. Ensure adherence to ESC Customer Code's to ensure compliance with obligations. 	<ul style="list-style-type: none"> Show extensive knowledge to LMW and ESC Policies, Guidelines and Codes.

LEVEL OF AUTHORITY
Delegation Category NIL as per the current Instrument of Delegation.
NUMBER OF REPORTS
Direct Reports: Nil Indirect Reports: Nil
SKILLS AND BACKGROUND REQUIREMENTS
<p>Formal qualifications:</p> <ul style="list-style-type: none"> • Certificate III or demonstrated equivalent in Business Administration or similar and/or significant experience in a Customer Service Environment in a medium to large organisation. <p>Leadership:</p> <ul style="list-style-type: none"> • Demonstrated experience in a similar role in a service driven environment. • Ability to work independently, solution and results focused, self-directed. • Ability to operate as part of a team and effectively contribute to the team’s objectives and strategies. • Capacity to impart your skills and knowledge to others. <p>Customer:</p> <ul style="list-style-type: none"> • Provide a high standard of customer service using the SenseCX approach. • Interpersonal, communication and influencing skills and the ability to create trust and confidence with internal and external customers. • Develop meaningful, trusted and collaborative relationships with staff at all levels. • Analytical and problem solving skills and the ability to work as part of a broader high functioning customer service team. • Ability to handle complex and challenging situations in a professional manner. <p>Safety:</p> <ul style="list-style-type: none"> • An understanding of safety management systems and the ability to lead by example to support a safety-first culture.

Efficiency:

- Working knowledge and experience in IT systems
- Excellent time management skills
- Demonstrated skills in data entry, reviewing, checking and auditing data with excellent attention to detail
- Sound communication skills with the ability to produce concise documents with attention to detail

Capital:

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Compliance Requirements:

- Driver's license
- Compliance with a criminal background checks where required
- Confirmation of fitness for work
- Proof of Vaccination in accordance with Chief Health Officer Directions and LMW's Vaccination Policy or a valid medical contraindication

SIGNATURES: We certify that the content of this position description is accurate:

Position holder:

Date:

Signature:


General Manager: Deb Fankhauser

Date: 02/09/2022

Signature: 
Deb Fankhauser (Sep 2, 2022 10:52 GMT+10)

Managing Director: Anthony Couroupis

Date: 02/09/2022

Signature: 

Signature: 
ks (Sep 2, 2022 10:55 GMT+10)

Email: kaleb.sexton@lmw.vic.gov.au