

Position Description

Position Details

Position Title	Customer Service Officer
Employment type	Part Time – Limited Tenure
Pay Band	1
Location	Mildura
Direct Reports	Nil
Reports to	Manager Customer Services
Delegated Authority	Nil

Organisational Context

Lower Murray Water (LMW) is a large regional organisation servicing diverse communities across the region, stretching from Kerang to the South Australian border. A unique organisation, LMW operates both urban and rural water and sewerage businesses which support domestic and commercial customers from households through to large-scale irrigation operations. As a leader within the region, LMW has established itself as a major contributor to enhancing regional prosperity, directly impacting social, environmental, and economic benefits.

We operate within a dynamic industry with significant challenges requiring an innovative, integrated, and strategic approach and our vision is to provide a healthy, sustainable water future underpinned by our culture of performance excellence and a close partnership with our employees, customers, and communities.

Our Values

LMW's Values have been developed by our people and set the guidelines of how we will behave in the workplace.

Deliver – We strive to deliver the best service to our community and ensure they have secure and reliable water and waste management services.

Grow – We strive to continuously develop, learn, and grow both individually and as an organisation.

Respect – We celebrate uniqueness and provide an inclusive culture for all.

Collaborate – We are a collaborative workplace that provides a supportive, friendly working environment.

Safe Work Done Well – We promote a Safety culture which prioritises physical and mental health and wellbeing.

Position Summary

As a Customer Service Officer for LMW you will 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 through service and call centres and will be responsible for customer first point of contact, liaising with relevant staff to deliver positive customer outcomes.

This will include call centre and face to face interaction with customers. This can result in being restricted from some LMW social activities such as special morning teas and lunches, and sometime meetings.

You will strive to achieve excellent standards of service to internal and external customers and to enable the LMW to meet regulatory requirements and accountabilities., working 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.

Key Responsibilities

This section outlines the desired outcomes of this position, followed by descriptive comments which outline the typical activities. It is recommended you:

- Complying with all applicable occupational and safety (OH&S) laws, regulations, and policies, as well as environmental protection laws and policies
- Identify and promote processes and procedures to achieve efficiencies with benefit to customers.
- Liaise with customers and members of the public to resolve enquiries / complaints.
- Deliver quality information and services via face-to-face, telephone and email to both internal and external customers.
- Perform processing requirements for customer requests including but not limited to payments, refunds, direct debits, tenancy, change of address, ownerships, 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 leadership of customer service trends and assist with proactive strategies to ensure best practice customer service.
- Understand and adhere to Customer Service standards including the Customer Service Code and Customer Charters, and policies and procedures relating to customer service.

Key Behaviors

Professionalism: Maintaining a positive attitude, being punctual and reliable, showing empathy and understanding in our interactions and respectful, and following workplace policies and procedures.

Integrity and honesty: Being open and transparent when making decisions, giving honest and supported advice, exercising power in a fair and reasonable way and addressing unacceptable behaviours in the workplace

Collaboration and cooperation: Actively participating in teamwork, sharing ideas, and working together towards shared goals and objectives.

Inclusivity and diversity: Valuing and respecting diversity, treating everyone with fairness and equality, promoting an inclusive and welcoming environment.

Coaching others: assist, challenge and encourage others by sharing knowledge, skills and/or experience to help individuals improve performance and achieve goals

Skills and Experience

- General Certificate's in Business or Administration or other similar field and/or experience within a Customer Service Environment in a medium to large organisation.
- 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.
- Experience providing a high standard of customer service in service driven environment.
- Interpersonal, communication and influencing skills and the ability to create trust and confidence with customers.
- Develop meaningful, trusted and collaborative relationships with staff at all levels.
- Ability to handle complex and challenging situations in a professional manner.
- An understanding of safety management systems and the ability to lead by example to support a safety-first culture.
- A general understanding of environmental management systems and LMW's role in protecting the environment.
- Analytical and problem-solving skills and the ability to work as part of a broader high functioning customer service team.
- 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.

Compliance Requirements

Driver's License

Criminal background check

Confirmation of fitness for work

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

Position Holder:

Date:

Signature:

General Manager:

Date:

Signature:

Managing Director:

Date:

Signature: