



Position Description

Position Title	Licensing & Entitlements Officer
Employment type	Full Time
Pay Band	2
Location	Mildura
Direct Reports	Nil
Reports to	Team Leader – Licensing and Entitlements
Delegated Authority	G

Position Summary

The Licensing and Entitlements Administration Officer will work as part of the Rural Services team within the Customer Operations department to provide timely, accurate and professional support to rural customers across Lower Murray Water. Reporting to the Team Leader – Licensing and Entitlements Administration, the role delivers responsive customer service, effective enquiry resolution, and reliable processing of complex transactions within regulatory and organisational frameworks. Operating in a multi-skilled team, the position requires strong attention to detail, the ability to work autonomously and collaboratively, committing to continuous improvement and ensuring delegated functions are completed timely and accurately.

This is a Minister's delegated position under section 306 of the Water Act 1989. For the purposes of s306 Minister's delegations, this position encompasses the responsibilities of Water Register Officers

Key Responsibilities

The Licensing and Entitlements Officer is responsible for:

1. Delivering quality information and services face-to-face, over the telephone and email to both internal and external customers.
2. Processing complex licensing & entitlement transactions in the Victorian Water Register and internal business systems.
3. Maintaining accurate customer records, reports and documentation to meet audit and compliance requirements.



Vision:

A thriving future where water sustains people, nourishes land and enables prosperity



Purpose:

To realise the full value of water for healthy people and productive landscapes





4. Reviewing, and supporting improvements to systems, processes, procedures, databases and documentation to enhance customer experience, drive operational efficiency and achieve team objectives.
5. Working collaboratively as a member of the Rural Services team, liaising with other departments providing information and advice to resolve customer enquiries, complaints and service requests.
6. Preparing progress reports in accordance with business requirements relevant to performance against legislative, statutory and contractual obligations.
7. Building and demonstrating strong professional working relationships with both internal and external customers and stakeholders.
8. Complying with all applicable occupational and safety (OH&S) laws, regulations and policies, as well as environmental protection laws and policies.

Skills and Experience

- Certificate III in Business Administration, Finance or related discipline and/or substantial experience in a Customer Service Environment within a medium-to-large organisation.
- Proven ability to process, review, analyse, and interpret data within a complex and fast paced environment.
- A strong understanding of the Rural Water Industry including the Victorian Water Entitlement Framework (desirable)
- Well-developed interpersonal, communication and influencing skills, with the ability to build trust and confidence with internal and external customers.
- Effective analytical and problem-solving skills, supported by demonstrated experience in data management and reporting.
- Working knowledge and practical experience in GIS and other property-based information systems (CRM, Records, etc.)
- Excellent attention to detail and strong time management skills.

Compliance Requirements

- Driver Licence
- Criminal background check
- Confirmation of fitness for work





**LOWER MURRAY
WATER**

Key Behaviours



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.

Signatures:

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

Position Holder:

Signature:

Date:

General Manager:

Signature:

Date:

Managing Director:

Signature:

Date:

Our Values:



Deliver



Grow



Respect



Collaborate



Safe Work Done Well