LOWER MURRAY WATER

Position Description

Position Title	Team Leader Customer Services
Employment type	Full Time
Pay Band	4
Location	Mildura
Direct Reports	6
Reports to	Manager Customer Services
Delegated Authority	E

Position Summary

The Team Leader Customer Services is responsible for leading a team of Customer Service Officers across multiple LMW locations. The role focuses on building a constructive, high-performing, and motivated team culture, supporting staff development through coaching, performance reviews, and formal development plans.

The position oversees customer service processes, monitors performance outcomes, and ensures high-quality service delivery for both internal and external customers. The role requires strong leadership capability, sound business process management, and the ability to manage competing priorities in a fast-paced environment.

Key Responsibilities

The Team Leader Customer Services is responsible for:

1. Complying with all applicable occupational and safety (OH&S) laws, regulations and policies, as well as environmental protection laws and policies.
2. Coordinate effective and efficient resourcing of customer service functions across multiple locations.
3. Oversee and approve customer service processes, ensuring accuracy, consistency, and compliance.
4. Prepare and present progress reports in line with business requirements.
5. Identify, develop, and implement process improvements in consultation with relevant stakeholders.
6. Maintain a compliance-focused environment that meets legislative, statutory, and contractual obligations.
7. Foster a proactive, collaborative, and solutions-focused team culture.
8. Travel between LMW offices as required to support Customer Service staff.

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Skills and Experience

- Extensive experience leading and managing people in a customer-focused environment.
- Strong written and verbal communication skills, including negotiation and conflict resolution.
- Ability to set, monitor, and report on KPIs to drive high team performance
- Sound understanding of the water industry and LMW's role within it.
- Proven ability to interpret and apply legislation, customer charters, and compliance requirements.
- Experience managing stakeholder relationships with internal and external partners.
- Demonstrated ability to lead by example and build a positive team culture.
- Capability to identify and implement operational improvements and efficiencies.
- Proficiency in using and developing customer management systems and databases.
- Commitment to a safety-first culture and demonstrated understanding of safe work practices.

Compliance Requirements

- Driver's License
- Criminal background check
- Confirmation of fitness for work

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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 respective 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: