

Goulburn-Murray Water Position Description

Customer Support Officer – Fixed Term

Position Number CAS602, CAS802, CAS804

Role Purpose	
To resolve customer concerns at the first point of contact and is committed to meeting agreed performance targets and quality standards to ensure a superior customer experience.	
Reports to (title)	Contact Centre Coordinator
Classification / Band	Band A – Fixed Term
Allowances	Nil
Employment Status	GMW considers every role flexible where this can still deliver the required business outcomes, this could include but is not limited to part-time or job share.
Location	Tatura
Position Contact	Lisa Dudley - Manager Customer Experience - 0428 691 680
Key skills, Qualifications & Experience required	<u>Mandatory</u> N/A <u>Desired</u> Experience in a customer service and administrative environment.
Other Requirements	Proof of Covid-19 Vaccination Police check Victorian Drivers Licence Australian Working Rights
Approver/Approval Date	Marnie Rowden - Manager HR Business Partnering – March 2022

Key Result Areas	Key Responsibilities	KPIs
Respond to customer enquiries and manage the end-to-end resolution of customer and stakeholder enquiries, transactions, issues and concerns	<ul style="list-style-type: none"> Ability to identify problems and review related information to develop and evaluate options and implement solutions Ability to meet quality and performance standards in a high-volume administrative and/ or transaction processing environment Provide customers with information about products or services, water entitlements, and administer accounts receivable tasks Assist with customer complaints within the Complaints Management System Encourage a customer focused culture by demonstrating desired behaviors Under direction, assist the broader Customer Support team as required Manage own time at work and prioritise tasks Suggest continuous improvements to processes and guidelines Optimise the use of the GMW customer relationship management system, keep records of customer interactions or transactions, recording details of customer information, inquiries, complaints, or comments, as well as actions taken Process all transactions as required Contribute to meeting approved service standard KPI's 	<ul style="list-style-type: none"> Meet and aim to exceed agreed performance targets and quality standards Demonstrate an ongoing contribution to a collaborative, team environment

	<ul style="list-style-type: none"> Process internal/external mail in accordance with relevant GMW process 	
<i>Note: Other duties and responsibilities may be required as reasonably directed</i>		
Mandatory Key Result Areas for all GMW positions		
Safety	<ul style="list-style-type: none"> Comply with all GMW OH&S standards, policies and procedures Contribute to the continuous improvement of HSE systems by consulting with staff and passing on recommendations to improve the system to the HSE Team 	<ul style="list-style-type: none"> Investigate and close out incident and hazard reports on time Workplace inspection findings corrected Internal Audit finding actions corrected All staff mandatory training completed Safety meetings conducted with actions completed
Policies	<ul style="list-style-type: none"> Adhere to GMW policies and procedures Stay up-to-date on all GMW policies Ensure all GMW policies are promulgated and adhered to Advise on potential changes to policies as required by local conditions Ensure all policies are communicated to, and understood by, the team 	<ul style="list-style-type: none"> Audit results (internal) Numbers of issues escalated through team not adhering to policies
Key Relationships		
All GMW employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.		
Internal		External
<ul style="list-style-type: none"> Internal advisory services to assist resolution of customer inquiries and complaints Technical Services to resolve systems and equipment problems 		<ul style="list-style-type: none"> External customers to provide excellent entry level service

Behaviours and Values

All employees are required to demonstrate GMW's values through their work and their dealings with internal and external customers. Behaviours must also align with the values and with GMW's strategic outcomes below:

Safe, skilled, engaged people

Contribute to a safe, inspiring and diverse workplace where learning is encouraged and your team feels supported. You openly demonstrate the vision and values of GMW through your own behaviours.

Satisfied customers, trusting partners

Exhibit at all times a customer-first attitude and you are focused on delivering outcomes that meet the needs of our customers, stakeholders and communities. You deliver solutions in response to customer and operational issues.

Sustainable business, viable customers

Take ownership for delivering affordable and sustainable water services through the decisions you make every day and take responsibility for ensuring ongoing business efficiency. You operate in a timely manner and with a sense of urgency when required and you consistently prioritise your work to meet the ongoing, and sometimes changing, needs of our business.

Water security and other water values are recognised

Comprehend the regulatory framework under which we operate and the importance of meeting our obligations. You understand the role that water plays in the sustainability of our region and actively seek out opportunities that will secure water for our future.

Innovation, data and technology driven services

Uphold the integrity of all GMW processes and systems by contributing to a continuous improvement lifecycle. You ensure that all decisions are informed by accurate and complete data & information.



Excellence



Honesty



Accountability



Courage



Caring