

Goulburn-Murray Water Position Description

Customer Service Officer – Position Number WDS826

Role Purpose

As part of a team, undertake field-based operations and maintenance activities associated with the delivery of water related services that achieve established performance targets.

The purpose of the Customer Service team is to ensure the effective and efficient delivery of water to G-MW customers. Support provided includes customer engagement, water management and delivery, field support, and maintenance activities.

Reports to (title)	Customer Service Team Lead
Classification / Band	Band A
Allowances	GMW phone
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	Central
Position Contact	Mick Souter - Distribution Coordinator Central – 0407 821 677
Key skills, Qualifications & Experience required	<p><u>Mandatory</u></p> <p>-</p> <p><u>Desired</u></p> <p>Relevant Water Industry Experience Experience and Focus on Customer Service and Engagement</p>
Other Requirements	<p>Proof of COVID-19 vaccination status</p> <p>Police check</p> <p>Australian Drivers Licence</p> <p>Australian Working Rights</p>
Approver/Approval Date	Marnie Rowden - Manager HR Business Partnering – July 2022

Key Result Areas	Key Responsibilities	KPIs
Sustainable business, viable customers	<ul style="list-style-type: none"> • Liaise with customers and members of the public to resolve service delivery issues and represent GMW as required • Communicate regularly with customer base and keeping them informed of all delivery matters • Provide field-based customer service to achieve established performance targets • Operate plant and minor equipment as required and in accordance with GMW procedures • Complete designated maintenance (preventative and responsive) activities on automated equipment in addition to channel, pipeline and drainage systems • Be available to work on weekends and public holidays as well as after hours support for the operation and maintenance of the irrigation network • Ensure customer service at all times through participation in an effective Standby Roster. • Comply with all relevant GMW standards regarding field wiring, component installations, quality testing of equipment and associated works • Enter information into asset and water management systems in accordance with GMW standards • Participate in continuous improvement processes associated with safety systems, field equipment, administrative tasks and internal/ external customer communications • Utilise computer based programs to report and complete a range of operational and maintenance activities • Comply with all GMW OH&S standards to deliver a zero injury workplace • Adhere to GMW policies and procedures 	<ul style="list-style-type: none"> • Customer feedback as per Customer Service Standards • Resolution of customer issues as per Customer Service Standards • All water delivery obligations consistent with customer allocations is met • Up to date and accurate asset and water management systems • Number of safety related incidents • Audit results (internal)

Innovation, data and technology driven services	<ul style="list-style-type: none"> Update and maintain accurate customer and operational data within GMW's centralised databases and systems Identify opportunities and provide input for the development of improving changes to existing procedures and guidelines to benefit business efficiency and customer experience Adhere to GMW policies and procedures 	<ul style="list-style-type: none"> Audit results (internal) 		
<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.				
<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; text-align: center;">Internal</td> <td style="width: 50%; text-align: center;">External</td> </tr> </table>			Internal	External
Internal	External			
<ul style="list-style-type: none"> Water Delivery division Water Efficiency Project 		<ul style="list-style-type: none"> GMW Customers 		

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