

Position:	Customer Service Officer
Classification:	Band 4
Salary Range:	\$54,854 - \$57,981 plus 9.5% superannuation
Term:	Full Time Permanent (Flexible work arrangements available subject to negotiation)
Starting Location:	Foster Office
Reports to:	Customer Service Team Leader
Position Overview:	Part of a multi-function team responsible for a range of customer service functions including responding to account and general enquiries, as well as administrative duties associated with residential and commercial accounts, property changes, and new property connections.
Organisational Overview:	<p>As a public sector entity, South Gippsland Water (SGW) is a Victorian Water Corporation responsible for water and wastewater service provision for over 30,000 customers located in 22 towns across a service delivery area of more than 4,000 square kilometres. We manage, maintain and operate 10 water and 11 wastewater systems.</p> <p>Our Purpose We provide sustainable water services that are essential to the prosperity and wellbeing of our communities and natural environments.</p> <p>Our Vision 2023 Our customers value the services and outstanding customer experiences proudly delivered by our capable and committed teams</p> <p><i>South Gippsland Water is an equal opportunity employer and is committed to promoting a diverse, inclusive and flexible work environment.</i></p>
Key Responsibilities	<p>As a member of the Customer Service team this position is primarily responsible for:</p> <ul style="list-style-type: none"> • Responding to customer enquiries about accounts and properties, provision of asset information in support of plumbing work, and new property connections; • Processing property and customer related information in corporate systems, ensuring accurate data and property/customer records are maintained; • Contributing to continuous improvement of customer service processes, systems and communications; • Ensure reasonable care is taken for own health and safety as well as the health and safety of others. Operate consistent with SGW Occupational Health and Safety policy and procedures at all times. • At all times adhere to the Victorian Public Sector (VPS) Code of Conduct
Qualifications	None required.

Pre-requisites

Satisfactory National Police Check and a willingness to renew every three years or prior to expiry. If having resided outside Australia in the past ten years for one year or more, an international police check will be required.

Key Selection Criteria

Personal Attributes

Customer focus: Considers activities, decisions and outcomes from the perspective of the customer.

Flexible and Adaptable: Accepts new and different situations as they arise, and willing to modify previous plans and priorities.

Good with people: Can quickly establish a natural rapport with a range of people.

Initiative: Improves ways of achieving outcomes or solving problems without being asked or directed to do so.

Skills and Experience

Teamwork: Contributes positively to team operations and working relationships.

Customer Service: Demonstrated customer service skills and experience. Ability to identify and respond to issues of most importance to customers. Applies an understanding of service standards including quality and timeliness. Stays calm in the face of customer concerns to find mutually acceptable outcomes wherever possible.

Time management and Work Organisation: Prioritises and manages a range of work, ensuring the most important tasks are completed in line with standards for timeliness and quality.

Written and verbal communication: Uses written and spoken language to convey and obtain information, insights and ideas. Communicates effectively with a variety of audiences.

Subject Matter Expertise

Database Operations and general technology literacy: Well-developed database skills and ability to broaden computing experience with other packages. Sound skills in use of e-mail and other common business desktop applications such as Microsoft Excel and Word. Specific experience with customer billing, book-keeping or accounting systems will be an advantage.

Basic book keeping concepts: Existing knowledge of and ability to apply, or demonstrated ability to acquire and apply, basic book keeping concepts including receipting and adjusting customer payments, and correct recording in balancing debit and credit accounts.

I have read and understand the contents and obligations of this position description. I understand that I have an obligation to comply with all Corporation policies and procedures. I also understand I have an obligation to behave consistent with the VPS Code of Conduct and model the SGW *Behaviours for Growth*.

Employee Name: _____

Employee Signature: _____

Date: _____

General Manager Signature: _____

Date: _____