

Position:	Customer Service and Dispatch Officer
Classification:	Band 4
Salary Range:	\$28.59 p/h to \$30.22 p/h plus 9.5% superannuation and 25% casual loading
Term and Employment Type:	Casual 6 months <i>Flexible work arrangements available subject to negotiation</i>
Starting Location:	Wonthaggi Works Depot
Reports to:	Maintenance Planning Team Leader in the Operations Department, Assets and Maintenance Team
Position Overview:	This is a key role in providing critical interface between SGW's customers and our operations and maintenance teams to ensure service faults and customer enquiries are responded to in a timely and professional manner
Organisational Overview:	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. Our Purpose We provide sustainable water services that are essential to the prosperity and wellbeing of our communities and natural environments. Our Vision 2023 Our customers value the services and outstanding customer experiences proudly delivered by our capable and committed teams <i>South Gippsland Water is an equal opportunity employer and is committed to promoting a diverse, inclusive and flexible work environment.</i>
Knowledge, Skills and Abilities	<ul style="list-style-type: none"> • The ability to provide excellence in customer service standards • Well-developed database skills and the ability to broaden computing experience with other packages, as well as sound skills in the use of email and other common business desktop applications such as Microsoft Excel and Word • Ability to prioritise and manage a range of work, ensuring the most important tasks are completed in line with standards for timeliness and quality
Personal attributes	<ul style="list-style-type: none"> • Disciplined and well organised • Good at engaging with people and building constructive relationships • Ability to work as an individual or as an effective member of a team • Flexible and adaptable in managing work methods and work loads • Able to communicate with a variety of audiences both verbally and written

Key Responsibilities: As a member of the Assets and Maintenance Team this position is primarily responsible for:

- Primary responsibility for receiving customer service fault calls and efficiently dispatch, monitor progress and close work orders with SGWs maintenance technicians in accordance with internal and regulatory reporting requirements, utilising the SGW Works Management system Database system.
- High level monitoring of SGW alarm and SCADA systems to dispatch technicians.
- Assist with other functions as required by Customer Services Team Leader, Maintenance Planning Team Leader, Asset and Maintenance Manager.
- Complete work at level as assigned that may differ from responsibilities described in this position description subject to consultation and reasonable support and re-training where required.
- Contributing to continuous improvement of Operations Department 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 and model the South Gippsland Water Behaviours for Growth.

Qualifications: None required

Safety Licences: 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:**
1. Demonstrated experience in a customer service and/or dispatch team environment.
 2. Strong communication skills including ability to liaise/manage customers service issues.
 3. Competent computer skills including, MS Word, Excel and Email; Database systems.
 4. Willingness to learn and apply new techniques and technologies required to meet continual improvement objectives.
 5. Demonstrated ability to work as part of a close team to achieve common objectives in a changing work environment.

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: *Ravi Ravendran* Date: _____