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| Position: | Customer Service Officer |
| Classification: | Band 4 |
| Salary Range: | \$56,500 to \$59,720 p/a plus 9.5% superannuation (pro rata) |
| Term and Employment Type: | Part Time Ongoing (0.4FTE) <i>Flexible work arrangements available subject to negotiation</i> |
| Starting Location: | Foster Office |
| Reports to: | Customer Service Team Leader in the People, Culture and Customer Department, Customer Service Team |
| 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: | 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>Our Purpose</p> <p>We provide sustainable water services that are essential to the prosperity and wellbeing of our communities and natural environments.</p> <p>Our Vision 2023</p> <p>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> |
| 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 Customer Service team this position is primarily responsible for:

- Responding to various customer enquiries and providing information as required;
- Processing property and customer related information in corporate systems, ensuring accurate data and property/customer records are maintained;
- 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 People Culture and Customer 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 customer service, interpersonal and communication experience, including the ability to manage conflict and handle high pressure situations.
 2. 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.
 3. Demonstrated computer skills with proficiency in MS Word, Excel and Outlook
 4. An understanding of the relevant technology, processes and procedures used within a customer service/call center environment
 5. Demonstrated ability to work effectively within a team

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: _____