

POSITION TITLE	Commercial Services Officer
CLASSIFICATION	SRW Enterprise Agreement Business Services Band C plus employer contribution to superannuation in accordance with the <i>Superannuation Guarantee (Administration) Act 1992</i> .
BUSINESS UNIT	Finance, Safety and Risk
ENGAGEMENT	Full-time Ongoing
LOCATION	Negotiable across all major SRW offices
REPORTING LINES	<p>Reports to: Manager Commercial Services</p> <p>Direct Reports: Nil</p>
DELEGATIONS	<p>This position has authority to make decisions and direct activities for SRW as conferred by Southern Rural Water's Instrument of Delegation and as set by:</p> <ul style="list-style-type: none"> • this position description • other directions or instructions specified by SRW or a SRW delegate

POSITION OBJECTIVE

The Commercial Services Officer has responsibility for tasks which support the Manager Commercial Services to provide compliant and high-standard facilities, land governance, billing, debt collection and procurement functions at Southern Rural Water.

Additionally, the role will generate and support the implementation of improved practices as these become available from SRW's digital transformation initiative, which includes the implementation of a new finance, procurement and billing system in 2026.

POSITION SPECIFIC RESPONSIBILITIES

Facilities administration support

Provide administration support to the Facilities Coordinator through:

- Timely processing of purchase orders and invoices for payment.
- Document management for projects, including
 - Assisting with gate pack development,

- Supplier engagement and contract management, including working with the SRW Asset Futures Team for construction activities.
- Input and monitor financial transaction reports.
- Assist with organising meetings (internal and external), correspondence and governance.
- Support project reporting, including budget and forecasting preparation.

Land governance

Conduct land management activities for SRW, including freehold and crown land management and building leases:

- Support the Facilities Coordinator with the administration of commercial and residential leases.
- Provide first point of contact for leases and occupational licence administration and enquiries to/from internal and external stakeholders.
- Maintain the master list for SRW land, including communicating with internal and external stakeholders and monitoring SRW obligations such as:
 - Lease and occupational licence renewal,
 - Maintenance activities and compliance obligations (e.g. bushfire compliance, flood preparation, jetty compliance),
 - Updating listing for changes to land parcels held by SRW and the associated use and obligations on those parcels, and
- Maintain procedures and contact lists for responsible stakeholders in line with any changes to governance requirements (e.g. DEECA bushfire zone changes, flood mapping updates etc.)

Billing and debt collection

During any period of absence of the SRW Revenue Officer, operate billing and debt collection functions in accordance with SRW procedures and policies, and the requirements of the Essential Services Commission, including:

- Supporting the Manager Commercial Services and the Revenue Officer to generate entitlement based and ad-hoc charges to SRW's customer base.
- Regular communication with overdue customers
- Administration of payment and hardship plan arrangements
- Administration of stop on water, suspension of licence, credit agency liaison and title caveat administration for long overdue customer debt.
- Debt collection information and instructions to the collection agency
- Customer debt reporting to internal and external stakeholders
- Transactional billing and collection information to the Financial Accounting team.

Procurement

Support the procurement compliance functions of SRW through a reporting and escalation process, which includes

- Identifying and assessing compliance issues raised by the Accounts Payable Officers in line with procedures and control frameworks.
- Reporting procurement performance to the Manager Commercial Services and SRW management as required.
- Escalation of procurement compliance matters to applicable line management, and the Corporation Secretary as necessary.
- Maintaining an upto date record of SRW's State Purchasing Contract obligations, including the administration of any exemption submissions.

PEOPLE MANAGEMENT

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Support colleagues and coordinator/supervisor as required to achieve overall team goals, service levels and other targets.
- Work in a manner that ensures adherence to SRW policies and Corporate Instructions.

OPERATIONAL RESPONSIBILITIES

- Effectively see all tasks through to completion in line with individual tasks/projects, service levels and other targets.
- Work within agreed plans, policies and processes including safe work practices.
- Identify and report opportunities for increasing efficiency and/or effectiveness to ensure continuous improvement.
- Demonstrate a commitment to effective internal and external customer service.
- Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.
- Maintain complete and accurate records of all work-related activities including documentation and administration as per the organisation's records management policy and adherence to the organisation's written style.

SCHEDULING RESPONSIBILITIES

- Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
- Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.
- Fulfil emergency related functions including filling an incident management team position, by mutual agreement, in the event that a CIMP is enacted.

HEALTH, SAFETY AND WELLBEING

- Ensure all team members (and self) are aware of and adhere to, SRW policies and OH&S requirements.
- Work in a manner that ensures adherence to OH&S requirements.
- Report any hazards, hazardous situations, notifiable incidents, including 'near misses' to immediate supervisor.
- Participate in the resolution of safety issues.

KNOWLEDGE SKILLS AND ABILITIES

- Experience in fields such as land and facilities, commercial services, contract, procurement, project administration, preferably in a public sector environment.
- Administration experience, advanced Microsoft suite (Excel, Word, PowerPoint etc.) and experience in smaller works management (contractor engagements for minor works).
- Ability to gain cooperation and assistance from internal and external stakeholders including contractors, customers, and regulatory bodies.

- Problem solving and attention to detail to identify gaps or risks in processes and ensure compliance with policies.
- Written communication skills to draft clear correspondence, reports, and policy support documents.

QUALIFICATIONS

- Qualification in Business Management, Procurement, Contracting or other relevant field (Preferred).
- 6 years of experience in a relevant or similar role.

PRE-REQUISITES

- Possess and maintain a current Victorian driving licence.
- Possess and maintain relevant qualifications, licences pertaining to role.
- Ability to travel to and work from other SRW Office locations as required.

SRW VALUES

Adherence to Southern Rural Water's Values as described below:

We are **always safe** and **accountable** working as **one team** to deliver a lasting **legacy**.

DIVERSITY AND GENDER EQUALITY

At SRW we value a diverse workforce, we acknowledge that it is our responsibility to create gender equality and inclusive workplaces where everyone can be their best self, regardless of gender.

EMPLOYEE POLICES

All SRW employees are required to comply with the Code of Conduct for Public Sector Employees, which can be found by visiting <http://vpsc.vic.gov.au/resources/code-of-conduct-for-employees/>

DATE APPROVED	December 2025
APPROVED BY	General Manager Finance, Safety and Risk