

| | |
|------------------------|--|
| POSITION TITLE | Customer Service Officer |
| CLASSIFICATION | SRW Enterprise Agreement Business Services Band A plus employer contribution to superannuation in accordance with the <i>Superannuation Guarantee (Administration) Act 1992</i> . |
| BUSINESS UNIT | Service Delivery |
| ENGAGEMENT | Full Time Ongoing |
| LOCATION | Maffra |
| REPORTING LINES | <p>Reports to: Team Leader Customer Experience</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 Customer Service Officer provides an efficient and effective operation of SRW Customer Service Centre to customers and stakeholders via telephone, reception and online chat.

The Customer Service Officer also provides internal customer service delivering information management services and business administrative support to KPIs and/or service agreements, and contribute to broader cross-functional tasks as defined by the Team Leader Customer Experience

POSITION SPECIFIC RESPONSIBILITIES

The main duties and tasks for the Customer Service Officer include:

Customer Service

- Answer telephone switchboard calls and enquiries and re-direct where appropriate.
- Take accurate messages and forward to appropriate staff member.
- Actions from phone enquiries, not limited to posting or emailing information and directing customers to our website.
- First point of contact for our ‘Online Chat’ website function.
- Front of office Reception.

- Processing receipting and daily banking.

Managing SRW's corporate information processes including:

- Open, sort, scan & register incoming mail.
- Register incoming emails.
- Respond to file requests.
- Conduct ECM and document management training.
- Assist with SRW archiving activities.
- ECM help desk assistance and provision of ECM training to staff
- External mail processing.
- Operate and maintain the electronic document management system, including upgrades.

Project and Water Licensing support including:

- Administrative support to the Team Leader Customer Experience to deliver a range customer experience and applications assessment tasks.
- Complete information statement applications that are not within declared systems
- Provide support to Accounts Payable when required
- Undertake basic assessments to support our Water Licensing functions
- Emergency management support.
- Assistance with mail outs across the business.
- Internal support, including collation of documentation.

PEOPLE MANAGEMENT

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Promote a culture within the team to communicate clearly and share knowledge to work more effectively as a team.
- 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 address opportunities for increasing efficiency and/or effectiveness to ensure continuous improvement.
- Demonstrate a commitment to effective internal and external customer service.
- Present a professional customer orientated image on behalf of SRW at all times.
- Be willing and able to work in a changing and challenging work environment.
- 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.

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

- Previous experience in an administration-based role or in electronic records management role (desired).
- Strong customer focus and the ability to establish and maintain relationships with a range of stakeholders.
- Effective time management skills.
- Ability to look at innovative ways to work.
- Ability to work effectively in a team.
- Alignment to SRW's trademark behaviours.

QUALIFICATIONS

- Competent in the use of the Microsoft suite of products, and specialised computer software programs relevant to Information Management.

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 POLICIES

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

POSITION DESCRIPTION

| | |
|----------------------|---|
| DATE APPROVED | October 2024 |
| APPROVED BY | General Manager Customers and Technology |