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| POSITION TITLE | Senior Customer Experience Officer |
| CLASSIFICATION | SRW Enterprise Agreement Business Services Band B plus employer contribution to superannuation in accordance with the <i>Superannuation Guarantee (Administration) Act 1992</i> . |
| BUSINESS UNIT | Service Delivery |
| ENGAGEMENT | Full Time, Fixed Term (2 years) |
| LOCATION | Maffra (required to travel to and work from other SRW Office locations) |
| 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 Senior Customer Experience Officer works closely with the Team Leader Customer Experience to deliver outcomes that drive a seamless experience for our customers, strengthening links between our licensing assessment and our customer service functions.

The Senior Customer Experience Officer supports the delivery of systems to improve how we do things, reduce duplication, automate tasks where possible and provide easy access to data and processes.

POSITION SPECIFIC RESPONSIBILITIES

- Provide project support to the Team Leader Customer Experience to support business and system improvements.
- Identify opportunities to improve and optimise processes across licensing assessments, customer service and metering.
- Develop reporting templates for relevant KPIs and support the Team Leader Customer Experience with reporting requirements.

- With support, provide training support for internal staff regarding processes, systems and procedures including document management.
- With support document procedures and processes for licence assessments, customer service and metering tasks, making them accessible for all relevant staff.
- Support more complex customer and/or stakeholder enquiries and requests.
- Provide administrative support to the Team Leader Customer Experience to deliver a range customer experience and applications assessment tasks.
- Provide support to the Team Leader Customer Experience relating to planning, coordination and distribution of workload to meet performance indicators
- Work collaboratively with all teams and other stakeholders to ensure that effective internal and external customer service is delivered and that all performance indicators and targets are met.
- Provide input into key business unit risks and mitigating actions and ensure that the risk management plan is up to date.
- Ensure that all business unit staff, and self, 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.
- When required, provide backup support to the Customer Service Team to ensure the office is open to the public.
- Represent SRW and our interests in government lead projects.
- Complying with OH&S policies and procedures.
- Present a professional customer-oriented image on behalf of SRW at all times
- Perform other related tasks as required.

PEOPLE MANAGEMENT

- Promote a culture within the team to communicate clearly and share knowledge to work more effectively as a team.
- 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.
- Be willing to work in an evolving environment
- 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

- Previous experience in an administration-based role or in electronic records management role (desired).
- Demonstrated experience in customer experience or water licensing roles.
- An understanding of the rural water industry.
- Excellent conceptual and analytical skills with the ability to implement creative and innovative solutions.
- Demonstrated ability to work autonomously and take initiative.
- Demonstrated ability to communicate with customers to keep them informed of progress.
- Demonstrated ability to work collaboratively and support other team members to achieve results.
- Previous experience in customer experience (required).
- Previous experience in a business improvement role (desired).
- Competent in the use of the Microsoft suite of products, database management, including CRM, Victorian Water Register or similar customer database systems.

QUALIFICATIONS

- Certificate III or equivalent in a business-related field is desirable

PRE-REQUISITES

- Ability to travel to and work from other SRW Office locations as required.
- Possess and maintain a current Victorian Driver's Licence

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://vpsc.vic.gov.au/resources/code-of-conduct-for-employees/>

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| DATE APPROVED | October 2024 |
| APPROVED BY | General Manager Service Delivery |