

CUSTOMER SUPPORT OFFICER – POSITION DESCRIPTION

OUR VALUES & BEHAVIOURS

Proudly United

Value Statements:

We are proudly united as a team, as members of EGW and as members of our community.

We work towards a common goal in a safe, respectful and inclusive workplace.

We celebrate success together.

Enabling Behaviours:

Share information and openly communicate

Understand your role in achieving the common goal and own it

Actively listen and participate

Support and encourage others

Truly Authentic

Value Statements:

We act openly and honestly in everything we do and earn the trust of others by delivering what we promise.

We understand our strengths and our limitations.

We earn respect.

Enabling Behaviours:

Have the courage to do what's right even if it means taking the hard road.

Mean what you say and say what you mean

If you don't know ask!

Passionately Innovative

Value Statements:

In an ever changing world our key to success is innovation and making the most of our resources.

We achieve this by challenging the status quo, collaborating and embracing change.

We value each other's ideas and learn from honest mistakes.

Enabling Behaviours:

Don't be afraid to ask questions and challenge respectfully

Put it on the table

Be curious and have an open mind

Explore opportunities and be willing to accept risk

Embrace change

Openly Accountable

Value Statements:

We take personal responsibility and accountability for our actions and their outcomes.

We have a clear understanding of what is expected of us and act accordingly.

We seek to understand the changing needs of our internal and external customers and respond appropriately.

Enabling Behaviours:

Follow through

Be proactive

Hold self and others accountable, respectfully

Own your actions

Admit mistakes: learn from them & move forward

ABORIGINAL ACKNOWLEDGMENT

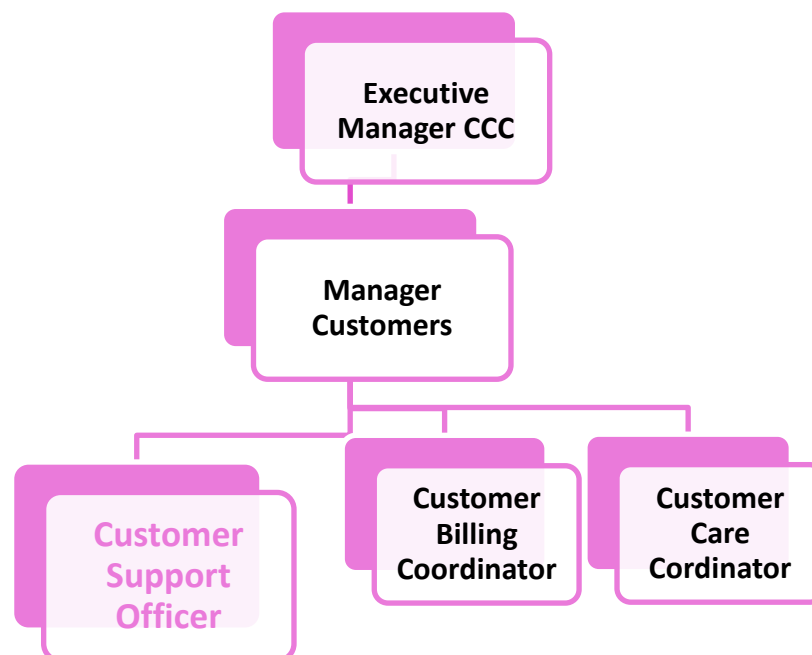
We acknowledge and respect the Gunaikurnai, Bidwell and Ngarigo Monero people as the Traditional Custodians of East Gippsland's land and waters. We pay our respects to their Elders both past, present and emerging leaders.

We recognise and respect their unique cultural heritage beliefs and intrinsic connection to Country, which continues to be important to them today. We are strongly committed to further developing our relationships and partnerships with Aboriginal and Torres Strait islander peoples, communities and organisations.

POSITION DETAILS

Position Title:	Customer Support Officer	Effective Date:	December 2022
Department:	Customers, Community & Communications	Job Location:	Bairnsdale Office
Reports To:	Customers, Community and Communications	Supervises:	Nil
External Contacts:	Customers, members of the public, contractors, consultants, solicitors, real estate agents, debt collection agencies, banks and other statutory bodies as required.		
FTE Classification:	1.0	Position Number:	Multiple Positions
Prepared By:	People & Culture; Manager Customers	Approved By:	Executive Manager Customers, Community & Communications

ORGANISATIONAL CHART



ABOUT THE ROLE

The Customer Support Officer will assist the organisation to achieve corporate objectives by:

- Providing efficient and effective customer service and administrative support.
- Ensuring a high level of productivity at all times through good time management and effective team work.

ABOUT THE ROLE

Customer Service	<ul style="list-style-type: none"> • Assist in providing efficient customer service. • Answer incoming telephone calls in a professional and helpful manner. • Assist with front counter and property connection enquiries as requested. • Other duties as required.
Financial Transactions	<ul style="list-style-type: none"> • Conduct financial transactions as required. • Follow a secure handling of money procedure in an office environment. • Reconcile financial transactions on a routine basis. • Debt management processes as required.
Data Entry	<ul style="list-style-type: none"> • Maintain the Water Billing system database. • Accurately complete miscellaneous computer data input on a regular basis. • Maintain and process specialised programs, applications and forms.
Teamwork	<ul style="list-style-type: none"> • Share information with team members to assist them to understand and manage uncertainty and change • Communicate with management, between the Customers team and all other sections of EGW
Culture, Values & Behaviours	<ul style="list-style-type: none"> • Display an open & approachable work style, contribute to a positive, optimistic and enthusiastic work culture • Acknowledge and respect a workplace culture that enables diversity, fair and inclusive practices • Represent EGW Values & Behaviours including Proudly United, Truly Authentic, Passionately Innovative and Openly Accountable
Health, Safety & Environment	<ul style="list-style-type: none"> • Apply and demonstrate EGW Health, Safety and Environment policies, procedures and safe systems of work as directed • Contribute to a safe working culture and acting responsibly for the safety of self and others
Records Management	<ul style="list-style-type: none"> • Employees are responsible for capturing full and accurate records that adequately document business activities and support any decisions made at East Gippsland Water in the Corporations Record Management system. • Conduct all customer and employee queries in a sensitive and confidential manner, ensuring the privacy of East Gippsland Water employees and customers

SKILLS, QUALIFICATION & EXPERIENCE

SPECIALIST SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • A considerable level of skill in dealing with the public. • Demonstrated skills in the use of computers and computerised financial systems. • Experience in handling cash and other financial transactions. • A high level of skill using Microsoft Word and proficiency in other Microsoft packages. 	

LEADERSHIP SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Skills in managing time, planning and organising own work and working to a timetable. • Ability to assess and solve problems within policy and guidelines. 	<ul style="list-style-type: none"> • Ability to work effectively in an unsupervised area.

INTERPERSONAL SKILLS

Required:	Desirable:
<ul style="list-style-type: none"> • Ability to consistently deliver a high level of customer service. • Good written and oral communication • Preparation of routine correspondence and reports. • Ability to gain cooperation and assistance from clients, other staff and members of the public. 	<ul style="list-style-type: none"> • Demonstrated ability to work in a team environment. • Maintain good relationships with fellow staff in order to be able to resolve minor problems.

QUALIFICATIONS

Required:	Desirable:
<ul style="list-style-type: none"> • Certificate in Business Administration or similar. • Compulsory trainings throughout course of employment 	

EXPERIENCE

Required:	Desirable:
<ul style="list-style-type: none"> • Experience and demonstrated competence in a similar team-oriented office environment. • Experience in dealing with the public. 	

KEY SELECTION CRITERIA

1. Demonstrated experience working in an office environment with office technology, and the ability to navigate IT software programs
2. Demonstrated ability to work in and utilise a team-based approach to achieve outcomes.
3. Demonstrated customer service experience in a professional environment, with the skills and ability to be responsive to the need of internal and external customers.
4. Well-developed interpersonal skills combined with good verbal and writing skills ensuring the ability to work effectively with people at all organisational levels, in and outside of East Gippsland Water.
5. Effective time management and problem-solving skills combined with the ability to prioritise to ensure quality outcomes during times of peak activity.
6. A positive attitude towards personal development including being accountable

ADDITIONAL REQUIREMENTS

Physical Requirements

This position may comprise (but not be limited to) the following activities/hazards:

- Driving
- Relatively long periods of sitting and standing
- Reading
- Light manual handling (lifting/lowering boxes of stationery, reams of paper, infrequent relocation of office furniture, etc. Manual handling activities should not impose unreasonable expectations on the average person. However, personal judgment of capabilities will be expected and not exceeded.)
- Use of standard office equipment – computer, tablet, keyboard, telephone, photocopier, shredder, facsimile, laminator, book binder
- Minor exposure to normal household chemicals
- Exposure to public (awkward customers)
- Air-conditioned environment

Employees must be capable of fulfilling the requirements of the position with regard to these activities/hazards and be able to meet any control measures provided in the interests of health and safety. However, reasonable adjustments will be made for persons with disabilities, impairments or cultural considerations unless to do so would impose an unjustifiable hardship, or result in the role not being able to be undertaken in a safe manner.



POSITION DESCRIPTION

CUSTOMER SUPPORT OFFICER

All employees are required to uphold East Gippsland Water Code of Conduct and Values and Behaviours at all times. All East Gippsland Water employees are Victorian Public Sector employees and are also required to comply with the VPSC Code of Conduct.

APPLICATION PROCESS

- First round interview
- Second round pre-employment checks (Any licenses/WWCC/Police check.
- All final applicants for this position will be asked to consent to a criminal record check. Please note that people with criminal records are not automatically barred from applying for this position. Each application will be considered on its merits.
- Pre-employment medical
- Verbal and written offer

For more information about our career opportunities and our current vacancies, please visit Careers at East Gippsland Water | East Gippsland Water (egwater.vic.gov.au).

EGW is committed to an embedding and supporting a culture of inclusion through living our organisational Values and Behaviours, and through the principles identified in the Code of Conduct. EGW also respects an Enterprise Agreement made between the Corporation and its Employees.