

# Position Description

## CORPORATE INFORMATION

<b>Position Title</b>	Manager Customer and Commercial Services – Water Business Unit		
<b>Directorate</b>	Office of the CEO	<b>Branch/Section/Unit</b>	Water Business Unit
<b>Position Number</b>	1396	<b>Level</b>	8
<b>Award</b>	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1		
<b>Line Manager</b>	Executive Manager – Water Business Unit		
<b>Direct Reports</b>	Technical Officer – Compliance and Reporting Coordinator Business Support Trainee Administration Officer		

## SCOPE OF POSITION

### Position Summary

The Manager Customer and Commercial Services - Water Business Unit, plays a leadership role in delivering the Water Business Unit's customer relationship management and performance monitoring objectives.

The Manager Customer and Commercial Services – Water Business Unit is responsible to the Executive Manager – Water Business Unit for the efficient and effective management of the Customer and Commercial Services Branch, in particular:

- Stakeholder engagement and communication
- Customer complaints management and contact centre scripting management
- Customer Charter and Customer Service Standards
- Customer Liaison (domestic and commercial customers, internal service providers, industry regulators and other Council stakeholders) and internal service level agreement management
- Internal Service Level Agreement implementation, monitoring and management
- Business unit performance monitoring and reporting.
- Regulatory reporting including SWIM Reporting, Drinking Water Quality Management Reporting and DEHP Compliance Reporting
- Trade Waste Policy and Agreements
- Metering management, revenue assurance and cost neutrality
- Business data management and analytics support.

# Position Description

The Branch is responsible for building strong relationships with internal and external stakeholders and monitoring the performance of the water business infrastructure and operational performance to assist with identification of improvement and efficiency opportunities.

## **Expected Deliverables/Key Performance Indicator**

### **Leadership**

- Proven ability to effectively lead a team of people, promote the Water Business Unit and customer and commercial service function while fostering a positive, dynamic organisational culture which is committed to Council's vision and values.
- Manage the performance of staff members and contractors to ensure a strong customer service focus is maintained with prompt response to customer requests or complaints.

### **Strategy**

- Development of strategies to achieve the Water Business Unit vision, goals and key priorities, in particular customer engagement, revenue assurance and pricing strategies to ensure delivery of committed customer service levels and outcomes.
- Build effective relationships and partnerships across key stakeholder groups including regional and industry bodies to ensure revenue and billing is equitable and sustainable with the aim to reduce the cost to serve our customers.

### **Innovation**

- Foster a climate for continuous improvement for policies and processes and identify new fit-for-purpose emerging technologies or practices that can reduce the whole of asset life cycle cost.

### **Performance**

- Deliver customer engagement framework which allows effective communication to our customers, regulators and the community is achieved.
- Implementing performance monitoring dashboards to facilitate the whole of Water Business Unit continuous improvement objectives.
- Achievement of annually agreed capital and business project KPIs.

## **Mandatory Licence/Competency (Ticket) Requirements**

- Queensland 'C' Class driver's licence or above that is current and maintained.

## **Essential Knowledge/Skills/Qualifications Criteria**

- Bachelor Degree qualification in Business or related field.
- Demonstrated experience at Local Government management level or management experience in a similar role with proven ability to lead, motivate and manage staff and a sound knowledge of contemporary human resource practices.

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- Proven ability to work independently, exercise initiative and meet deadlines.
- Sound knowledge of customer engagement, complaints management, communication, performance monitoring and business improvement including legislation and relevant Australian Standards.
- Demonstrated experience in effectively developing and maintaining strategic relationships and effectively communicating with internal and external stakeholders, including all levels of local and state government, industry regulators, community, customers, elected representatives and contractors.
- Demonstrated experience of the successful development and delivery of stakeholder engagement plans and monitoring and performance reporting.
- Demonstrated leadership and achievement in managing and engaging teams that provide corporate services through Service Level Agreements or similar. E.g. ICT SLA, Fleet SLA, Trade Waste SLA, etc.

## Desirable Knowledge/Skills/Qualifications Criteria

- Post graduate qualifications in Customer Service or Community Development or similar.
- Lean principles and methodologies.
- Knowledge of the role of Local Government and the Australian water industry.

## Physical Requirements of the Position

*Note: Applicants with disabilities will be considered on a case by case basis.*

- An ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg.
- An ability to clearly hear directions and instructions being provided at normal speech levels.

## Special Requirements

- May be required to respond to after-hours emergency works or incident management.
- Regular local and state travel.
- Occasional interstate travel.

## ORGANISATIONAL INFORMATION

### Safety and Environment

#### Behaviours

Lead the Business Unit to ensure all staff have an understanding of work health and safety (WHS) legislation, including council WHS policies and procedures.

Communicate, require and role model positive behaviours consistent with creating an environment of customer service, employee engagement, leadership at all levels, innovation and trust.

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Foster and maintain a positive personal attitude towards WHS by all staff.

## Responsibility

That Safe Work Practices are developed and implemented in all parts of the Business Unit to achieve agreed targets.

Apply council policies and procedures in every day work activities to assist council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

## Related documents

- WHS Policy statement – WHSPOL004.
- Environment Strategy – PRPD070
- Work Health and Safety Responsibility and Accountability Statement - WHSPOL008.
- The WHS KPIs for the Business Unit are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position – WHSPOL010

## Code of Conduct

As per the Staff Code of Conduct – OCPOL002, employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

## Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with council's Recordkeeping Policy – CGPOL002.

## Council's Vision

To be the *natural* choice to live, work and play.

## Council's Values

**Accountable**– We take responsibility for our actions. We will be accessible and fair.

**Consistent**–Our actions will reflect council's guidelines and practices at all times.

**Appreciative**– We value the opportunities we have and that we look for the best in our people, our organisation and our community.

**Communicative**– We will keep people informed, consult with the community and will actively listen to and respond to their input.

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**Respectful**– We treat people with dignity and courtesy. We recognise and support the contribution of individuals and respect each other, our customers and the diverse community we serve.

## POSITION APPROVAL AND ACCEPTANCE

### Approved By

<b>Name</b>		<b>Position</b>	
<b>Signature</b>		<b>Date</b>	

### Accepted By

<b>Name</b>			
<b>Signature</b>		<b>Date</b>	

*The scope and requirements of this position as well as the organisational structure is subject to change by council as required by business needs.*