

# POSITION DESCRIPTION

## POSITION DETAILS

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| **Position Title** | Customer Field Officer |
| **Business or Service Unit** | Customer & Community |
| **Position Manager** | Field Services Team Leader |
| **Position Location** | Negotiable |

1. **POSITION PURPOSE**

To provide personalised customer service and ensure customers have access to their available water, through accurate and timely accounting transactions including usage via a range of assessment methods, surveillance and reporting activities and to put safety first.

1. **KEY ACCOUNTABILITIES**
2. Ensure all activities are undertaken with the safety of people as the number one priority and at all times role model safe behaviour.
3. Provide responsive, accurate and efficient information services for customers and other business units to sustain customer relationships, and enable business revenue collection and protection.
4. Enable effective resolution of enquires and complaints and provide a point of customer relationship management to meet requirements.
5. Ensure accurate and legal water extraction at the appropriate time, to enable compliant and efficient water delivery and generate revenue collection/protect.
6. Ensure the accurate recording, calculation and analysis of customer water usage to enable accurate water account balances for customer business operations and planning.
7. **SIGNIFICANT EXTERNAL RELATIONSHIPS FOR WHICH THIS POSITION IS THE PRIMARY CONTACT**
   * DPI Water
   * Contractors/consultants working at meter sites on behalf of WaterNSW
8. **AUTHORITY LIMITS**
   * As per *Standing Delegations* instrument from time to time.

Final Sept 2015

1. **KEY COMPETENCIES**

**RECRUITMENT GUIDE: CUSTOMER FIELD OFFICER**

**Individual Contributor Team Leader Manager Executive**

### Decision Making

Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.

### Active Learning

Demonstrating zeal for new information, knowledge, and experiences; regularly seeking and capitalizing on learning opportunities; quickly assimilating and applying new information.

### Personal Growth Orientation

Actively pursuing development experiences to improve interpersonal and business impact.

### Work Standards

Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self- imposing standards of excellence rather than having standards imposed.

### Managing work

Effectively managing one’s time and resources to ensure that work is completed efficiently.

### Adaptability

Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.

### Decision Making

Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.

### Developing Others

Planning and supporting the development of individuals’ skills and abilities so that they can fulfil current or future job/role responsibilities more effectively.

### Selecting Talent

Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements.

### Delegating responsibility

Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization’s and individuals’ effectiveness.

**Leading Through Vision and Values** Keeping the organization’s vision and values at the forefront of associate decision making and action.

### Driving for Results

Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.

### Planning and Organising

Establishing courses of action for self and others to ensure that work is completed efficiently.

### Facilitating Change

Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

### Strategic Decision Making

Obtaining information and identifying key issues and relationships relevant to achieving a long-range goal or vision; committing to a course of action to accomplish a long-range goal or vision after developing alternatives based on logical assumptions, facts, available resources, constraints, and organizational values.

### Coaching

Providing timely guidance and feedback to help others strengthen specific knowledge/skill areas needed to accomplish a task or solve a problem.

### Selecting Talent

Evaluating and selecting internal and external talent to ensure the best match between the individual and the work requirements.

### Delegating Responsibility

Allocating decision-making authority and/or task responsibility to appropriate others to maximize the organization’s and individuals’ effectiveness.

### Selling the Vision

Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality.

### Driving for Results

Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.

### Driving Execution

Translating strategic priorities into operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.

### Leading Change

Identifying and driving organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services.

**Establishing Strategic Direction** Establishing and committing to a long-term business direction based on an analysis of systemic information

and consideration of resources, market drivers, and organizational values.

### Coaching and Developing Others

Providing feedback, instruction, and development guidance to help others excel in their current or future

job responsibilities; planning and supporting the development of individual skills and abilities.

**Building Organisational Talent** Establishing systems and processes to attract, develop, engage, and retain talented individuals;

creating a work environment where people can realize their full potential, thus allowing the organization to meet current and future business challenges.

### Empowerment and Delegation

Sharing authority and responsibilities with others to move decision making and accountability downward through the organization, enable individuals to stretch their capabilities, and accomplish the business unit’s strategic priorities.

### Selling the Vision

Vividly communicating a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality.

### Passion for Results

Driving high standards for individual, team, and organizational accomplishment; tenaciously working to meet or exceed challenging goals; deriving satisfaction from goal achievement and continuous improvement.

### Driving Execution

Translating strategic priorities into operational reality; aligning communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.

### Leading Change

Identifying and driving organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyzing new approaches to improve results by transforming organizational culture, systems, or products/services.

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1. **MANDATORY KNOWLEDGE AND QUALIFICATION REQUIREMENTS**
   * Current NSW driver’s licence
2. **MANDATORY EXPERIENCE**
   * Demonstrated commitment to quality customer service
3. **EXPERIENCE THAT WILL BE VIEWED FAVOURABLY BUT IS NOT MANDATORY**

* Certificate IV Customer Contact
* Certified Meter Installer/Validator
* Demonstrated practical experience in data acquisition and compliance
* Working knowledge of water measurement devices and agronomic practices.
* Sound knowledge of relevant legislation and regulations.

1. **KEY CHALLENGES**

* Required to travel large distances and conduct field work in a variety of locations
* Educate and motivate customers to use new systems and procedures for water ordering and capture of meter data to modernise customer service
* To improve customer knowledge, awareness and obligations associated with extraction of bulk water in NSW.

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