

# POSITION DESCRIPTION

## POSITION DETAILS

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| **Position Title** | Customer Service Officer |
| **Business or Service Unit** | Customer & Community |
| **Position Manager** | Customer Service Centre Manager |
| **Position Location** | Parramatta/Dubbo |

1. **POSITION PURPOSE**

To accept, process and coordinate customer transactions, to understand and convey information on behalf of the whole business to resolve enquires promptly and in accordance with required procedures 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. Accept, process, and coordinate customer transactions, promptly and in accordance with required procedures, to ensure sustained customer satisfaction
4. Enable accurate reporting through collation of water usage information at a valley or regional level.
5. Resolve or escalate problems to the appropriate alternative source in accordance with escalation procedure to enable effective resolution.
6. Provide and audit timely, accurate and high quality data and information in required business systems to improve the provision of information to customers and generate basic reports for information and education purposes.
7. Provide key customer interface to WaterNSW by resolving customer complaints, providing improved access to information and streamlining transactions to increase customer satisfaction.
8. Utilise existing processes, procedures and capabilities efficiently and effectively and identify and provide input on issues with standards, processes and procedures and opportunities for operational performance improvement.
9. **SIGNIFICANT EXTERNAL RELATIONSHIPS FOR WHICH THIS POSITION IS THE PRIMARY CONTACT**
   * Nil
10. **AUTHORITY LIMITS**
    * As per *Standing Delegations* instrument from time to time.

Final Sept 2015

1. **KEY COMPETENCIES**

**RECRUITMENT GUIDE: CUSTOMER SERVICE 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**
2. **MANDATORY EXPERIENCE**
   * Well developed analytical and problem solving skills
3. **EXPERIENCE THAT WILL BE VIEWED FAVOURABLY BUT IS NOT MANDATORY**

* Certificate III Business Administration and/ or Certificate IV Customer Contact
* Excellent customer service skills and experience to respond to customer enquiries and resolve customer conflict.
* High level skills in quality assurance for data acquisition and data management

1. **KEY CHALLENGES**

* Responding promptly to multiple requests for information by customers and external authorities while ensuring high level of accuracy with data
* Maintain customer satisfaction levels while moving to a more “self service” customer information service
* Awareness and understanding of all external business activities

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