**Customer Experience  
Reporting to Customer Service Centre Manager**

## Position Purpose

The Customer Service Adviser is responsible for responding to customer enquiries, including resolving escalated complaints or concerns, providing specialist service and complex advice on regulatory requirements of Water NSW and assisting in the day to day management of the Customer Service Centre, whilst putting safety first.

## Key Accountabilities

1. **Safety:** ensure all activities are undertaken with the safety of our people as the number one priority and always role model safe behaviour.
2. **Values:** behave and make decisions in accordance with the WaterNSW Values at all times.
3. Provide first level escalation point for team members to resolve problems or assign to the appropriate alternative source in accordance with escalation procedure to enable effective resolution
4. Monitor customer inquiries and complaints to ensure customer issues are managed and resolved effectively by analysing the issues, determining root causes and developing initiatives and recommendations to improve the customer experience.
5. Provide coaching to Customer Service Officers to effectively perform key processes to maintain and improve performance standards and providing a positive customer experience
6. Assist with managing day to day operations of the call centre including resource planning, onboarding of new staff, audit processes for quality assurance and other projects as required to ensure efficient and effective team performance.
7. Provide efficient and quality advice and information services to customers and stakeholders to improve the understanding of the regulatory requirements and options for securing and managing water access licences and approvals within the legislative framework and WaterNSW standards. Where the information is not readily available, source from approved service providers.
8. Process and coordinate customer transactions, accurately, promptly and in accordance with relevant procedures, to ensure sustained customer satisfaction.
9. 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.
10. Utilise existing processes and procedures efficiently and effectively to identify and provide input on issues and opportunities for operational performance improvement.

## 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 the range of services provided by WaterNSW and current business issues in a constantly evolving environment.

## Significant Internal Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| * All Business Units across WaterNSW | * Provide support and work collaboratively to resolve customer queries |

## Significant External Relationships

|  |  |
| --- | --- |
| Stakeholder | Purpose of Relationship |
| * External Customers from the community | * Provide Information and resolve customer queries * Manage first level escalations |

## Delegations, Financial Accountabilities & Freedom to Act

As defined in the WaterNSW Financial Delegations as varied from time to time.

## WaterNSW Leadership & Performance Competencies

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| --- | --- | --- |
| People | Level |  |
| Awareness & Personal Resilience | A | * Recognises own emotions and their effects, and is always aware of own response to pressure and change * Uses effective strategies to stay calm and composed under pressure * Continuously demonstrates personal integrity, honesty and sincerity * Recognises when to ask for support when under stress |
| Coaching & Developing Others | A | * Encourages questions to ensure understanding * Questions with curiosity * Actively listens to understand before responding |
| Communicating with Influence | B | * Tailors communication to suit the audience and uses a range of influencing techniques to build support * Supports messages with relevant examples, demonstrations and stories * Communicates issues clearly with different audiences * Handles challenging questions confidently and constructively |

|  |  |  |
| --- | --- | --- |
| Customer | Level |  |
| Collaboration & Engagement With Customers and Stakeholders | A | * Builds effective and positive relationships with customers and stakeholders * Understands customer and stakeholder needs * Forms strong relationships with immediate networks to achieve results |
| Customer and Service Responsiveness | B | * Seeks to deeply understand customers and their needs * Takes responsibility for meeting customers’ needs and resolving escalated customer issues * Establish project plans to deliver quality services * Suggests improvements to deliver a better customer experience * Expands and uses professional and business knowledge to meet customer needs |

|  |  |  |
| --- | --- | --- |
| Business | Level |  |
| Analysis and Problem Solving | B | * Defines the extent and cause of the problem through observation and investigation * Knows when and how to source and use additional information to effectively diagnose the problem and determine suitable solutions. * Considers all possible solutions and seeks input from subject matter experts where appropriate * Takes necessary action to implement the identified solution |

## Mandatory Candidate Requirements

**Qualifications:**

* Current NSW Drivers Licence

**Knowledge & Experience**

* Strong customer service and interpersonal skills with the ability to problem solve and communicate effectively with a wide range of internal and external customers.

## Favourable Candidate Requirements

* Knowledge of WaterNSW legislative requirements and operating environment
* Experience working in a call centre environment
* Ability to train and motivate team members

## Pre-Employment Checks Required

* Identification
* Qualifications
* Drivers Licence
* Pre-employment Medical – Office based
* Police Check