



## Position description

<b>Position title</b>	Data Integrity Officer
<b>Group / Branch</b>	Service Delivery / Maintenance
<b>Reports to (Title)</b>	Scheduled Sewer Maintenance Manager
<b>Competency level</b>	Individual Contributor

## Job Purpose

This position is responsible for several important administrative duties within Service Delivery team. The role serves as a key link between Service Delivery and other stakeholders throughout the business, as well as being the first point of contact for customers on reimbursement issues.

The position will play a key role ensuring that Service Delivery meet the key customer outcomes outlined in our Corporate Strategy, whilst also meeting the company vision and purpose. The role will contribute to the safe and efficient operation and maintenance of South East Water's sewerage and water networks. This office-based role requires the Data Integrity Officer to co-ordinate the reporting and data integrity of water and sewer maintenance activities, Assessment of CCTV footage and management of the CCTV data, review and co-ordinate reimbursement of plumbing claims, council hydrant invoicing and General Service Level reporting and reimbursement.

The team operates within a 24/7 service environment and provides emergency response to minimise disruption of services to customers and as well as ensuring that public health and the environment are not put at risk.

## Key Accountabilities

This role requires agility and an excellent understanding of the sewer and water networks. The role requires experience and knowledge in CCTV assessment of the sewer network. The position works closely work with our Industry Partners and maintenance teams who from time to time will seek advice to support field-based activities. The role must be able to operate independently and undertake robust investigations in a timely manner. The key accountabilities of the role include:

- The review of water and sewer plumbing reimbursement claims forwarded to South East Water by customers and plumbers. It is expected that the incumbent will eventually develop the appropriate experience and knowledge to be proficient in deciding whether a claim is justified or needs to be rejected, and to communicate this outcome to the applicant.
- Provide reporting and billing support for council hydrants programs and other scheduled maintenance programs.



- Data entry and reporting on a number key sewer and water maintenance KPIs and warranty breaches. Manage the PCB program with regards to multiple blockages and CCTV footage management for PCBs.
- Management and administration of systems and documents associated with the issuance and follow-up of Notices of Contravention served under the Water Act by Service Delivery staff.
- Support with End of Month processes and Close out of maintenance tasks and action requests in South East Water's works management system.
- Quality checking and upload of submitted CCTV vision and associated information from contractors to the IT network and dissemination of reports to the appropriate Service Delivery staff.
- Other administration duties, as directed, that may result from audits or system reviews that occur regularly throughout the business.
- Provide structural and service ratings from assessment of CCTV information of Property Connection Branches and record relevant details into The PCB Backlog Program.
- Initiate and assist trenchless sewer repairs for Property Connection Branches (PCB) that arise from reactive maintenance.
- Assist with reviewing CCTV footage to aid assistance with reactive sewer works and provide advice with method of repair and providing technical support for other internal groups across South East Water.

## Knowledge, Skills & Experience

- Specialist in being able to make strong judgement and decisions relating to actions required on sewer lines after making evaluation of CCTV inspections.
- Ability to prepare letters and reports on work standards and issues.
- Good clear verbal communication with the ability to present and discuss complex information especially when dealing directly with customers with the ability to influence others and gain their cooperation.
- Demonstrate excellent customer service to build strong relationships with key stakeholders.
- Ability to accept change and independently seek research and implement opportunities for improvement.
- Good application in the use of information technology and computer skills for daily input works allocations.
- Negotiation skills on matters such as the resolution of customer issues using a sound sense of judgement, tact, and diplomacy.
- Knowledge and proficiency in the use of Microsoft Word, Excel, and Outlook
- Excellent communication skills with the ability to manage customer expectations when rejecting or negotiating customer financial claims.
- Knowledge of South East Water's areas of responsibility for operation and maintenance of assets.
- Experience with or knowledge of plumbing terminology would be beneficial.
- Ability to process high volumes of work.
- Ability to work independently as well as within a team environment.
- Knowledge of quality assurance procedures and ability to implement improvements to the process.



### **Work Environmental & Physical Demands**

The characteristics described below are representative of those encountered while performing the essential functions of this position. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

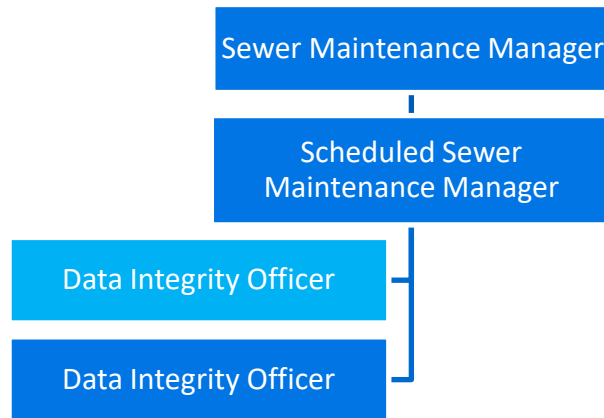
While performing the duties of this job, you will be required to:

- Stand, walk, sit, reach with hands and arms, climb or balance, stoop or kneel, talk and hear, and use fingers and hands to feel objects, tools or controls.
- Occasionally lift and/or move loads.



## Dimensions

### Organisational Chart



### Number of people managed:

Nil

### Size of budget managed:

Nil

### Value of Assets managed:

Nil

### Ensuring a sustainable, resilient organisation:

Authorities outlined in [Instrument of Delegations](#) none

Compliance management responsibilities outlined in the [compliance and obligations register](#) none

South East Water operates a 24/7 service environment. Whilst this role does not involve after-hours rostered duty, all employees may be required to provide out of hours support from time to time as required.