

Position description

Position title	Customer Excellence Officer
Group / Branch	Customer Experience / Customer Excellence
Reports to (Title)	Team Leader Customer Excellence
Competency level	Individual Contributor

Job Purpose

Reporting to the Customer Excellence Team Leader and forming part of our broader Customer Experience group, the role will contribute towards the delivery of our group vision; 'delighting our customers now and into the future' and enhancing customer trust and reputation. These elements are critical to South East Water's success and are directly aligned with our five customer outcomes; Get the basics right, always. Make my experience better. Warn me, inform me. Fair and affordable for all. Support my community, protect our environment.

Our philosophy of building purposeful relationships with our customers; providing value now and into the future is underpinned by our Customer Interaction Framework. The Customer Excellence Officer will be responsible for providing advice, assistance and support to customers across voice and digital interaction channels related to accounts, payments, water usage and metering enquiries.

Key Accountabilities

To ensure delivery of an exceptional customer experience and achievement of key performance indicators, the Customer Excellence Officer will be responsible for:

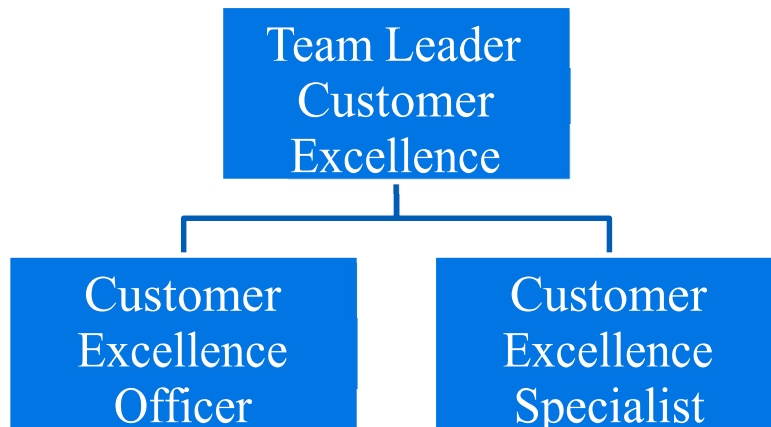
- Provide customer service and appropriate responses to customer enquiries across the Omni-channel environment – phone calls, email cases, digital metering line and live chat in accordance with established policies and best practice procedures.
- Ensure all interactions are handled in line with our Customer Interaction and Quality Framework with an emphasis on engaging with customers to build rapport and trust
- Utilise effective questioning skills to gain a thorough understanding of the customers' needs, including the current enquiry and potential future needs
- Take ownership for resolving enquiries by identifying appropriate solutions and linking these to the customers' needs
- Undertake necessary actions including post interaction notes and actions to resolve customer queries in a professional and timely manner and in line with established policy and procedures

- Take the opportunity to proactively anticipate future needs and educate the customer by providing relevant information and advice
- Utilise every interaction as an opportunity to enhance our data integrity by confirming and updating customer information in line with policy and procedure
- Employ effective call management techniques to minimise escalations and maximise productivity in line with key performance indicators
- Participate in process improvements to enhance existing systems, processes and procedures
- Demonstrate a 'one team' approach that ensures the customer is placed at the forefront of our actions and decisions.
- Ensure day to day performance reflects a 'customer first' mindset that supports achievement of our customer outcomes of trust, satisfaction and reputation.
- Ensure responsibilities are conducted in a manner that is consistent with South East Water policies, practices and procedures to ensure compliance with our regulatory and legislative obligations.
- Demonstrate commitment to protecting the safety and privacy of our customers by complying with processes and procedures and proactively identifying and reporting any potential privacy breaches.
- Actively contribute to an engaging workplace culture through consistent demonstration of our values and proactive participation and support of safety and wellbeing initiatives.

Knowledge, Skills & Experience

- Completion of secondary education (VCE or equivalent), customer service studies or equivalent work experience in related fields will be considered
- Demonstrated experience in providing high quality customer service in a fast paced environment.
- Experience providing services across voice and digital platforms highly advantageous
- Ability to work both effectively as part of a team whilst demonstrating a high level of drive and initiative to work effectively autonomously
- Intermediate computer skills including but not limited to:
 - Basic Microsoft Office Suite (Outlook, Word, Excel) skills
 - Minimum typing speed requirement of 36 words per minute with high accuracy
 - Agility in using multiple software platforms simultaneously
- Excellent communication skills with a demonstrated ability to articulate complex information to diverse audiences (individual or groups) both in verbal and written form.
- A heightened standard of professionalism and engagement expected at all times.
- High levels of adaptability and flexibility to adjust to changing business priorities fluently.
- Strong interpersonal skills to communicate effectively with a broad range of customers as well as interact and work closely with multiple internal business units.
- Sound experience establishing professional relationships

Dimensions Organisational Chart



Number of people managed:

This position has no direct reports.

Size of budget managed:

Nil.

Value of Assets managed:

Nil.

Ensuring a sustainable, resilient organisation:

Authorities outlined in Instrument of Delegations Reports to none.

Compliance management responsibilities outlined in the compliance and obligations register
Yes – operational responsibilities

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.