



Position description

Position title	Customer Resolutions Officer
Group / Branch	Customer Experience / Customer Solutions
Reports to (Title)	Customer Resolutions and Advocacy Manager
Competency level	Individual Contributor

Job Purpose

We help create a better world for our customers with forward-thinking water solutions, for all and always, that won't cost the earth. Our purpose of healthy water for life means bringing our customers the clean water they want, and safely managing the wastewater they don't. It also means thinking ahead, and doing what we need to do now, so that generations to come can rely on us too.

Reporting to the Customer Resolutions and Advocacy Manager and forming part of our broader Customer Experience group, the role is central to enhancing the customer experience by managing and resolving complex complaints that are beyond the scope of the Customer Contact, Customer Liaison, and Metering teams, as well as other business areas.

This position acts as a second tier of complaint management between the frontline customer service teams and the Resolutions team, providing a critical layer of expertise and coordination in complaint handling.

The role focuses on managing complaints that require investigation and coordination. It involves liaising with stakeholders and applying critical thinking and problem-solving skills to ensure fair and timely resolution of customer complaints.

Key Accountabilities

- Address and resolve customer complaints that require investigation and cross-departmental coordination
- Conduct thorough investigations, collaborating with various internal teams to gather information and insights necessary for resolving complaints
- Make informed decisions within delegated authority, contributing to a proactive, decisive and customer-centric culture
- Build and maintain relationships with internal and external stakeholders, utilising negotiation and persuasive communication skills to gather information and communicate outcomes
- Apply critical and creative thinking to develop effective solutions for individual customer issues



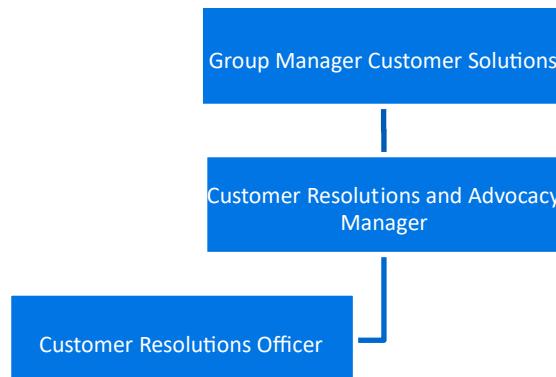
- Contacting customers by phone and in writing, using tone of voice and embodying the South East Water values
- Ensure personal case load is managed in line with our timeframes and the promises we've made to our customers
- Accurately report, track and manage complaints through PULSE or any other system that we may use
- Collaborate with the Customer Resolutions & Advocacy Manager to manage complaint workload and reporting, making sure that our customer promises are met

Knowledge, Skills & Experience

- 2-4 years of experience working in a customer service environment such as contact centre or retail industries – utility sector experience desirable
- Strong written and verbal communication skills, capable of producing high quality, clear and comprehensive communications to customers.
- Skilled in building effective working relationships, negotiation and persuasion
- Adept at thinking outside the box, with excellent problem solving and critical thinking abilities
- Confident in making informed decisions and managing complaints autonomously at an appropriate level
- Proven, effective time management skills and ability to manage competing priorities and high case volumes
- Ability to use, interpret and efficiently source information from across various systems and sources to aid in effective complaint investigation and resolution
- The incumbent will be calm under pressure with demonstrated ability to build rapport quickly and experience in effectively handling conflict or challenging customers
- Accredited resolution and complaints management training would be an advantage

Dimensions

Organisational Chart





Number of people managed:

0 direct reports.

Size of budget managed:

N/A

Value of Assets managed:

N/A

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 afterhours rostered duty, all employees may be required to provide out of hours support from time to time as required.