



## Position description

<b>Position title</b>	Customer Solutions Officer
<b>Group / Branch</b>	Customer Experience / Customer Solutions
<b>Reports to (Title)</b>	Team Leader Customer Solutions
<b>Competency level</b>	Individual Contributor

### Job Purpose

To support our third party agents in managing customer queries arising from their contact activities through transferred calls and cases and to also manage the direct queries made to South East Water. Where appropriate to then progress individual accounts through to the correct support solutions and/or escalated processes and then manage them until operational criteria met. The aim of the role is to provide a delightful and excellent customer service, whilst minimizing debtor levels and bad debts. A collaborative culture supporting vulnerable customers with their financial commitments and dealing with high level conversations around debt management and long term payment solutions.

### Key Accountabilities

- To support our third party agents to allow them to maximise their debt recovery efforts
- As part of the broader Affordability and Payments group, provide excellent customer service to our customers and provide to them the appropriate support options that will enable them to get their account back on track
- Ensure where appropriate customers are provided all the eligible support mechanisms that we have in our toolbox and that the right support is offered including and not limited to the support offered by our Customer care team
- To negotiate payment agreements that are consistent with the customer's capacity to pay and consistent with all guidelines and legislative requirements, whilst at the same time ensuring we are maximising our debt recovery and remain focused in achieving our corporate KPI's. Ensure that agreements are made within Delegations Manual and Best Business Practice
- Pro-actively monitor and pursue accounts for payment to ensure that the level of debt is minimised. Have the right conversations with the customers to ensure we reduce their financial risk and burden with high bills. Also ensure customers clearly understand the terms of the agreements that they need to adhere to
- Ensure we capture all the relevant reasons why a customer cannot meet their financial obligations to South East Water and the support we are providing them to get back on track regardless of what that support may be. Inclusive of this data capture is in ensuring all contact details are verified and validated
- Proactively identify customers who may require escalated activity to occur when able including water restriction, legal action and caveats



- Action individual accounts that are closed through to recovery or through to default and bad debt write off.
- Action the administrative tasks that can be created through our Bad Debt, Insolvency, Closed debt processes.
- Action accounts where the customer has entered an Insolvency & bankruptcy process
- Provide advice to management on matters of concern or improvement opportunities that may have a significant impact in terms of debt recovery, public or customer relations
- Perform other duties as directed by Team Leader and Manager including provision of assistance and advice to other areas within the Customer group
- Resolve customer complaints through strong call management capability, minimising customer escalations
- Help customers with water usage and their behaviour around water savings
- Collaboratively work with our customer care team to identify customers that require extra support for our Customer Care Team when the customer is not engaging and it is believed from past history that there may be a level of vulnerability and /or hardship being experienced
- Be proactive in identifying and participating in process improvement opportunities on an ongoing basis that will deliver a better customer experience.
- Management of Case Queues, inbound calls and Emails from customers and proactive outreach where required. Action accounts, where required, as part of our Budget Management process and manage exceptions.

## Knowledge, Skills & Experience

- Highly developed inter-personal skills, communication skills and presentation skills to ensure training of staff is effective
- Highly developed analytical skills and problem solving are essential to identify opportunities to improve revenue collection strategies and minimise potential bad debts
- Highly developed negotiation skills for dealing with difficult customers and the ability to be empathetic to customers where there is a level of vulnerability or hardship being experienced
- Knowledge of all relevant laws and legislation that governs the credit industry
- Knowledge of Trade Practices Act, Privacy Act and Water Act
- Proven ability to make sound and timely decisions
- Be able to work in a constructive and positive way in a team environment and achieve KPIs consistently in a high standard
- Interpersonal skills which facilitate interaction and cooperation with relevant groups and individuals and the ability to negotiate and resolve conflict
- Customer focus – establishes and maintains effective relationships with customers and gains their trust and respect. Listening skills are paramount for this position
- Ability to influence customers to achieve desired outcomes □ Be agile and resilient as priorities change quickly in the team □ Ability to have a proactive approach.

## Dimensions

### Organisational Chart



### Number of people managed:

Nil

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