

Position description

Position title	Operations Officer - Digital Field Services
Group / Branch	Enterprise Delivery & Transformation - Digital Field Services
Reports to (Title)	Billing Integrity & Connections Lead/Delivery Operations Lead/Metering & Asset Management Lead
Competency level	Individual Contributor

Job Purpose

The Operations Officer- Digital Field Services is responsible for providing high-quality operational support that ensures the accuracy, integrity, and reliability of customer accounts, consumption data, metering and IoT device data, and related utility records. The role exercises sound judgement within defined guidelines to resolve complex issues, protect revenue, and deliver positive customer outcomes.

The role operates with a strong customer focus and an end-to-end mindset, taking ownership of assigned matters from identification through to resolution. The position contributes to operational efficiency by identifying recurring issues, supporting continuous improvement, and engaging constructively in the organisation's transition toward a digitally enabled utility environment.

Supports team capability through knowledge sharing and collaboration and works effectively with internal teams and external service providers.

Key Accountabilities

- Applies approved procedures, decision frameworks, and thresholds to resolve customer meter data, metering asset, and IoT device issues independently, escalating only where financial, legal, or reputational risk exceeds defined limits (DOA)
- Protects revenue by supporting the identification at-risk accounts or data irregularities and triggering appropriate follow-up actions in line with established controls.
- Resolution of allocated complex operational and customer account issues, ensuring outcomes are accurate, timely, and sustainable.
- Provides assistance in resolving at times complex or escalated customer interactions with professionalism, empathy, and clarity, ensuring customers receive accurate explanations and fair outcomes.
- Prepares tailored written correspondence where standard responses are insufficient, ensuring communication is clear, compliant, and customer-focused.
- Coordinates with internal and external service providers to support data accuracy, asset access, follow-up actions, and timely completion of required works.

- Assists in Identification recurring service or delivery issues with providers and escalates patterns rather than individual incidents where appropriate.
- Actively contributes to initiatives by participating in process reviews, system changes, pilot activities, and feedback loops that improve operational effectiveness.
- Supports continuous improvement by identifying opportunities to streamline processes, reduce rework, and improve data quality and customer outcomes.
- Shares knowledge and learnings to support team capability, consistency, and quality of service delivery.
- Collaborates effectively across teams to support shared objectives and efficient resolution of issues

Knowledge, Skills & Experience

- Demonstrated ability to resolve operational and customer account issues, delivering accurate, timely, and sustainable outcomes.
- Strong capability to apply procedures, work within relevant frameworks, and delegated authorities independently, with sound judgement on when to escalate risk (financial, legal, reputational).
- Analytical skills with the ability to interpret consumption, metering/IoT device data, and account data, identify anomalies and trends, and drive corrective actions to prevent recurrence.
- Strong communication skills, with the ability to assist in management of complex or escalated customer interactions and produce clear, tailored, and compliant written correspondence.
- Demonstrated ability to coordinate effectively with internal teams and external service providers to ensure data integrity, field execution, and timely resolution of issues.
- Practical understanding of SEW systems and operational processes, with the ability to provide frontline insights to support digital initiatives, system changes, and process optimisation.
- Strong collaboration and knowledge-sharing capability, acting as an informal subject matter resource to support team capability, consistency, and quality outcomes.
- Demonstrated ability to navigate and support change, contributing to the implementation of new systems and process improvements in a digital environment.

Dimensions

Organisational Chart



Number of people managed:

N/A

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](#) **yes - operational responsibilities**

Security for Critical Infrastructure identified role: **No**

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.