

Position description

Position title	Customer Support Officer – Connections Help Centre
Group / Branch	Liveable Water Solutions / Customer Connections Branch
Reports to (Title)	Connections Help Centre Team Leader
Competency level	Individual Contributor

Job Purpose

To provide a high quality customer support services to South East Water's Property & Land Development customers, primarily by responding to customer telephone enquiries, emails and some face to face transactions. The role is the first point of contact, assisting customers with their queries relating to asset information and water and sewer connection requirements to South East Water assets. Providing expertise and direction to customers, to ensure the accurate protection and connection to South East Water assets under the current water and servicing guidelines. The role also requires communicating SE Water's policies relating to the servicing, subdivision, and connection of residential and commercial developments to ensure correct application and consistency.

Key Accountabilities

The Customer Support Officer will be required to handle a wide range of queries including, but not limited to the activities listed below:

- Connection & Development related enquiries over the phone, face to face and via Pulse Cases.
- Asset and Property Sewerage Plan information
- Dial Before You Dig information
- Tapping Bookings
- Meter Installations inquiries and bookings
- Service Connections, Potable Water, Recycled Water and Sewerage queries
- Sewer Backlog and ECO Connection Program
- Build over queries
- Provide preliminary advice and direction on subdivisions, connections, developments, and asset protection

- Accurately interpret and relay conditions relating to South East Water's Land Development Policy, Water Metering & Servicing Guidelines, Sewer Servicing Guidelines
- Collaborate closely with the Connections, Land Development & Priority Plumbing teams
- Understand process and basic assessment involved with Single Residential Applications, Plumbing and Land Development Agreements
- Troubleshoot and report on contractor actions, responses and deliverables for water and sewer connections
- Educate customers on how to lodge online applications via PropertyConnect
- Educate SEWs customers on how to navigate SEWs website and promote the utilisation of South East Water's self-serve shop PropertyConnect.
- Interpret Asset and Property Sewerage Plan information, provide asset locations and report missing sewer points
- Contribute to the processing of Property Sewer plans and Size Depth and Offsets

The incumbent will receive routine direction and will be expected to have sufficient knowledge and experience to perform the duties at a high standard. The incumbent is expected to be competent and experienced in technical and operational aspects relating to the position.

The timely and accurate performance of these duties is imperative to the professionalism and image of South East Water to its customers.

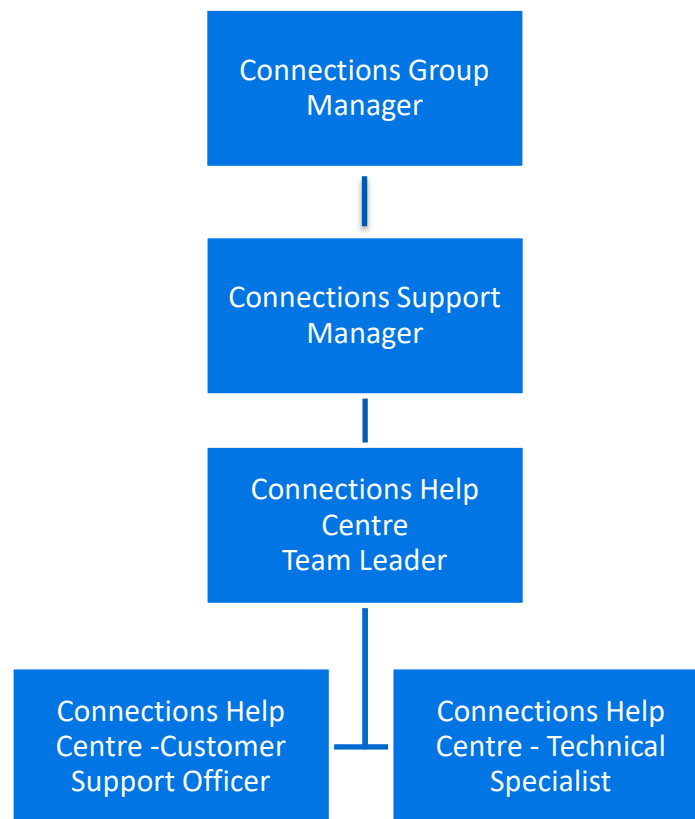
Knowledge, Skills & Experience

- Committed to Customer Service and have the drive and focus to exceed customer's expectations.
- Experience in assisting customers face to face.
- Ability to transform customer's experience when handling difficult customer queries.
- Maintain a positive approach in all dealings with SEWs customers.
- Highly developed interpersonal skills and a demonstrated ability to communicate, negotiate and solve problems regarding our customers.
- Provide customers with assistance and advice on our policies and procedures.
- Understanding of the role in the community the land and / or property development industry
- Knowledge of the land development policy and pricing which apply to the land development industry
- Knowledge of the Water Act, Planning and Environment Act, Subdivision Act, and Standards contained within the Melbourne Retail Water Agencies Water and Sewerage Codes
- Experience in the implementation of Land Development practices and current pricing and policy standards
- Have the ability to work in a fast paced environment while being able to prioritise and switch between core roles as required to meet customer demands.
- High level of commitment to the team

- Actively works to continuously improve self which includes rotations within the Branch.
- An ability to focus on key result areas and achieve timely and appropriate outputs
- An ability to use customer related computer systems
- Have a commercial focus
- Excellent written and verbal skills
- Analyses and develops ways of improving work procedures and processes
- Provide timely, accurate information and assistance to SEW customers ensuring customer's needs is met.

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:

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.