



Position description

Position title	Pressure Sewer Connections Officer
Group / Branch	Liveable Water Solutions/ Customer Connections
Reports to (Title)	Customer Connections Pressure Sewer Team leader
Competency level	Individual Contributor

Job Purpose

To assist with the coordination of Sales from customers by phone or in person, process applications, project administration, schedule connections for the Pressure Sewer Network

Key Accountabilities

- Respond to incoming calls and greet walk in enquiries in a timely and professional manner.
- Actively use SEW programs to access information and record data.
- Operate telephone systems for internal and external calls.
- Assist with recording and updating of monthly statistics.
- Assist with staff enquiries and issues.
- Processing of the ECO & Backlog Connections applications, agreements and payments.
- Request credit approvals for contracts / discuss rejections with customers.
- Upload contracts to ICE and process customer payments via ICE
- Manually Load and process backlog SRC / Vacant cases in ICE
- Investigate and assist with approving Pressure Sewer build over requests
- Book in and manage some customer installs
- Achieve set KPI's and targets.
- Assist in training of staff and creating new procedures.
- Outbound calling to follow up connection opportunities i.e. where we have had communication with the customer but connection has not progressed
- Book and confirm appointments and site visits
- Undertake other duties within the scope of your skills, competence and training as directed e.g. Request for Quote process with Minor Sewer Works
- Work effectively within a team environment

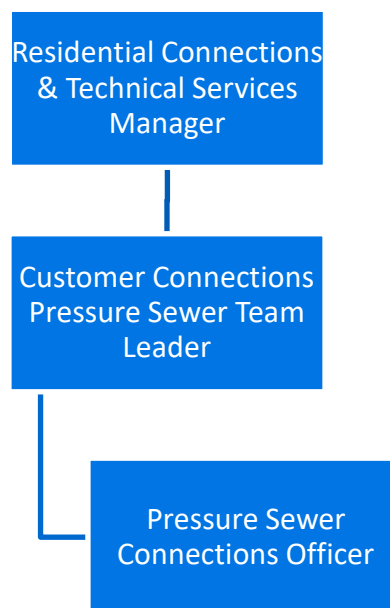


Knowledge, Skills & Experience

- Sound computer skills (MS Word, Excel, Outlook)
- Strong customer focus and attention to detail
- Excellent verbal and written communication skills
- Ability to develop and manage relationships to achieve sustained sales targets
- Ability to achieve set business goals.
- Seeks opportunities to help develop professionally and personally.
- Problem solving capability
- Demonstrated strong work ethic, enthusiasm

Dimensions

Organisational Chart



Number of people managed:

0

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.