



Job Profile

Business Customer Specialist

Group: Water and Environment Services

Job Summary

To be completed by People and Culture team			
Job Family	Business & Product Development	Career Stage	D
Job Function	Account Management	Career Stream	Professional
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	3/09/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Field	Team Size	
People Leader	No	Indirect Team Size	

Who we are.

At Sydney Water, we exist for our customers. We're more than 3,500 people working together, striving to do more and be better—better for the environment, our customers, our people, and our water. Our people are passionate about working together, and driving agility, accountability, innovation, sustainability, and exceptional customer experiences.

Sydney Water is the main provider of water, wastewater, recycled water, and stormwater services in Greater Sydney. Our employees are dedicated to our customers, ensuring services are reliable and affordable, we are proactive and easy to engage with, forward-thinking, and environmentally focused.

Working with us means helping to provide essential services, safeguarding Sydney's future with a sustainable water supply, and protecting our iconic waterways. Our strategy guides our journey to enhance customer outcomes and continue delivering robust services to our city into the future.

Job Purpose

The purpose of this role is to manage the relationship between Sydney Water and its complex, low-medium risk business customers with non-standard servicing needs. The role has a strong field-based component, requiring technical knowledge of trade waste and backflow prevention to ensure customer compliance against Sydney Water's requirements. Staff within this role utilize their strong customer communication skills to maintain professional relationships, engage strategically at a senior organizational level and negotiate beneficial outcomes. A key component of this role will be to identify, critically assess and formally present on opportunities to drive the uptake of unregulated products and services to



bring improvements in customer engagement, water efficiency, trade waste and commercial or sustainability outcomes for their business.



Job Specific	• Our business and the market are evolving in the industrial and commercial use of our services. Due to the dynamic nature of the business responsibilities outlined within this role, the work profile may change over time to accommodate changes in organisational priority with regards to the use of our products and services by business customers. You will: • Engage directly with low-medium risk and other allocated business customers as the key relationship lead from Sydney Water to maintain a successful relationship between our companies. This includes engaging on both business-as-usual activities with operational staff and strategically with senior leaders of customer organisations. • Proactively identify, critically assess and formally present to customers on innovative product and service opportunities relevant to their specific industry and operations, based on an in-depth understanding of their business. • Ensure that our existing and new low-medium risk Business Customers are compliant with their contractual obligations to Sydney Water under the Customer Contract and any additional agreements. Trade waste compliance is a priority due to the potential impact of breaches on our systems and processes, staff safety, and environmental performance. • Ensure that trade waste management and connection related policies and plans are used and applied correctly when managing business customers. • Evaluate, implement and monitor low and medium-risk trade waste discharge approvals. Use business tools to establish and maintain customer compliance • Investigate and report on trade waste incidents and take appropriate actions to ensure customers rectify problems and reduce or eliminate risks to sewer discharge. • Build and maintain business networks with key stakeholders within Sydney Water, with business customers and value makers to facilitate effective resolution of customer issues or opportunities. • Carry out and support water efficiency activities and identify water saving initiatives and opportunities for improvement. • Advocate for our business customers on their behalf to ensure that Sydney Water is delivering to our obligations. • Maintain and update our CRM system as required to ensure important customer details are accurate. • Understand the customers' operational activities within the designated territory as they relate to water usage and water requirements to leverage where new products and services can be consumed • Meet assigned customer engagement targets relating to customer surveys and Net Promoter Score targets with your assigned customer portfolio and case managed customers. This is a field-based role which requires you to enter customer properties and carry out tasks that may present a range of hazards, some of which may be unfamiliar to you. You will normally be operating in the field on your own and will be classified as a 'lone worker' in these situations. For these reasons is a critical requirement of the role that you consistently assess risk and take appropriate mitigation actions to protect your own safety as well as that of others. You are therefore expected to: • Comply with Sydney Water's Health & Safety Management System.
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	• Adhere to all Safety protocols for field-based staff, including lone worker • Comply with all safety rules and requirements in any work situation, whether on a customer site, a Sydney Water site or while travelling between work locations. Maintain situational awareness and the ability to respond quickly if the safety risk of a situation changes. • Promptly report incidents or hazards identified in the course of work as required under the Sydney Water safety procedures. Take appropriate action to minimise risks to yourself and others in the short term for any hazard identified. • Conduct safety risk assessment (SHOOTS) and comply with all customer site entry requirements for each entry onto a customer site. Complete required SW and customer checklists or other compliance requirements while on any Sydney Water or Customer site. • Take care of health, safety & wellbeing of yourself and others at work. • Properly maintain issued safety equipment. Use PPE correctly and in compliance with applicable requirements at all times. • Role model safety-aware behaviours in all activities, always representing the Sydney Water priority on safety. This role represents Sydney Water to business customers, and it is important that you demonstrate leadership in dealing with customers, colleagues, and stakeholders. You will be expected to: • Champion safety and wellness and understand safety accountabilities. • Work constructively as one team to achieve team outcomes • Contribute to a high performing team culture and commitment to the improvement of safety, customer, health and environmental outcomes • Role model SW values and behaviours and participate in a constructive and supporting work environment • Provide mentoring, support, technical advice and training to team members. Identify capability gaps and collaborate with your manager to improve team effectiveness • Provide input to prioritisation and daily task allocation as required by your manager • Provide input to prioritise work across the team
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Education / Qualifications

Required	Relevant tertiary qualifications (e.g., engineering, environmental science) or relevant experience deemed equivalent.
Desired	- Formal water industry vocational training, or demonstrated experience deemed equivalent - Plumbing industry qualifications

Certifications / Licences

Required	Class C driver's licence.
Desired	

Experience

Required	- Minimum 3-5 years' experience in relevant roles with demonstrated ability to meet objectives - Demonstrated knowledge of the impacts of commercial and industrial business practices on water utility products and services - Demonstrated experience in delivering a program of work to business customers - Demonstrated high level of customer service and relationship management skills - Demonstrated high level communication, negotiation and stakeholder management skills - Demonstrated experience in establishing networks - Understanding of the delivery mechanisms and types of programs, products and services suitable for different types of business customer - Demonstrated systems and process skills, including in the Microsoft Office suite of products and enterprise billing and customer systems - Demonstrated ability to work safely in field environments
Desired	- Water industry experience - Project management skills and demonstrated experience - Understanding of the industry challenges relating to servicing and connecting new customers, source control, water efficiency, backflow containment, water theft and process change - Knowledge of the Australian Guidelines for Water Recycling and Australian Sewage Quality Management Guidelines - Knowledge of SAP systems (CRM sales, IS-U, Fiori)

Capabilities and Skills

The capability and skill requirements for this role are identified in the skills profile listed below. This is comprised of Enterprise Capabilities, that are essential for all roles and functional skills, which are specific to each role.

Enterprise Capabilities (C-E)			
Capability	Descriptor		
Accountability	Ensures that own actions and those of others are focused on achieving goals and owning the outcome, in a safe, inclusive collaborative way.		
Agility	Adapts readily to change and encourages alternative views by using a range of interpersonal communication skills. Develops and coach's others while being aware of impact on others.		
Innovation	Develops innovative outcomes to solve problems in ways that are not immediately evident and encourages new ideas and thinking in others.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Customer Relationship Management	1	Essential	Intermediate
Customer Advocacy	2	Essential	Intermediate
Auditing	3	Desirable	Intermediate
Stakeholder Management	4	Essential	Intermediate
Negotiation	5	Essential	Intermediate
Business Writing	6	Essential	Intermediate
Conflict Resolution	6	Desirable	Intermediate
Analytical Skills	7	Essential	Intermediate
Critical Thinking	8	Essential	Intermediate
SAP Applications	10	Desirable	Intermediate
Proficiency Level Descriptors			
Developing - Building practical experience, needs continued coaching.			
Intermediate - Independent execution, minimal guidance.			
Advanced - Fully independent execution, coaches' others.			
Mastery - Strategic, sought as expert internally and externally.			

Additional notes

Sydney Water takes the safe provision of its services to the public and the protection of its information assets extremely seriously. As a Sydney Water employee, you are required to understand your obligations under the [Acceptable Use of Information Technology Policy](#) and how Sydney Water's Information Technology is to be used. You must also help keep your workplace secure by ensuring you do not enable non-authorised people access to sites, maintain the integrity of locked entries and exits, and where appropriate, alarms being engaged.

Sydney Water requires all users to embrace and adhere to all enterprise and protective security policies, awareness programs and frameworks for Sydney Water assets.