



Job Profile

Customer Support Officer

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Customer Service & Support	Career Stage	B
Job Function	Customer Relationship Management, Dispute and Issue Resolution	Career Stream	Operational
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	15/04/2024
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	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.

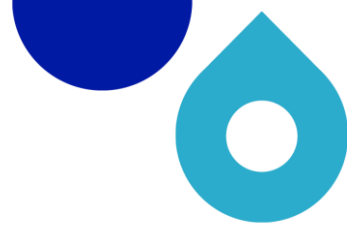
Job Purpose

The role of a Customer Support Officer is to contribute to the effective and efficient administration support of complex products and services to Sydney Water's business customers. This will include handling large volumes of incoming and outgoing correspondence with customers, proactive customer interactions, management of procurement activities, data entry and day – to day office coordination.



Accountabilities

Job Specific	• Provide quality customer service to Sydney Water's connected business customers in line with agreed standards • Establish and maintain effective relationships with Business Customer Representatives and other key people within Sydney Water and relevant service providers and consultants to Sydney Water. • Assist service providers and consultants in the use of Sydney Water systems (WasteID, Tapin etc) to create a smooth customer journey. • Receive and check the accuracy of customer correspondence and cross-checking customer details against relevant Sydney Water systems. • Respond to enquiries through a centralised, high-volume email and service request inboxes for business customer enquiries and involve other team members as required • Support the running of customer device compliance through customer follow-ups and assist in the exception management processes in our enterprise billing, customer and compliance management systems (SAP) • Provide efficient day-to-day support to Business Customers through effective relationships with staff • Provide accurate, timely, high-quality documentation to business customers. • Maintain asset registers and complete annual stock take of working plant and equipment. This will include vehicles, mobile phones, potable equipment etc... • Maintain accurate personnel attendance records for Business Customers • Maintain compliance with Records Management requirements • Work co-operatively with other team members • Support simple projects • 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 working environment • 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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Role Requirements

Education / Qualifications

Required	•
Desired	•

Certifications / Licences

Required	•
Desired	•

Experience

Required	• Minimum 3 years experience in a relevant role with a demonstrated ability to meet objectives • Strong customer and negotiation skills • Demonstrated experience in successfully contributing to programs of work and activities to ensure service levels are achieved • Demonstrated high level of customer service skills • Good interpersonal, communication, influencing, liaison, negotiation and conflict resolution skills including an ability to engage with people at all levels in the organisation • High level of computer literacy skills and experience with enterprise billing and customer systems (e.g.:SAP)
Desired	•



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 (A-B)			
Capability	Descriptor		
Accountability	Takes responsibility for delivering on core role outcomes.		
Agility	Manages self through periods of uncertainty and ambiguity. Collaborates to explore ideas and new approaches.		
Innovation	Thinks creatively to solve problems and look for opportunities to continuously improve existing processes.		
Functional Skills			
Skill	Priority	Essential or Desirable	Proficiency level
Customer Relationship Management	1	Essential	Intermediate
Interpersonal Communications	2	Essential	Intermediate
Business Writing	3	Essential	Intermediate
Rapport Building	4	Essential	Intermediate
Conflict Resolution	5	Essential	Intermediate
Negotiation	6	Desirable	Developing
Stakeholder Management	7	Desirable	Developing
Critical Thinking	8	Desirable	Developing
SAP Applications	9	Desirable	Intermediate
Auditing	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.			

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.