



Job Profile

Customer Relationship Officer

Group: Water and Environment Services

Job Summary

To be completed by People and Culture team			
Job Family	Customer Service & Support	Career Stage	D
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	27/08/2024
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 Customer Relationship Officer builds and maintains effective relationships with Sydney Water's customers and stakeholders, enabling the delivery of compliant, efficient, and customer-focused services. Working closely with internal teams and service partners, the role supports a consistent, high-quality customer experience and contributes to the effective management of compliance and associated risks, including asset, environmental, and public health outcomes. They coordinate contractor services, onboard customers, and maintain customer agreements and property portfolios to ensure compliance and currency.



Job Specific	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. Key accountabilities are: • Assess and process complex technical applications to discharge commercial and industrial trade wastewater to Sydney Water's network including the negotiation and resolution of complex issues and disputes with customers • Manage approvals for commercial trade wastewater permits including scheduling field-based staff to conduct on-site validation inspections • Assess customer trade wastewater quality history to generate tailored compliance parameters for Consents to discharge industrial trade wastewater • Provide friendly, timely and accurate resolution of customer requests and enquiries • Support the success of Sydney Water marketing and education campaigns targeting business customers • Provide technical advice and guidance to business customers in line with relevant Acts, Codes and Guidelines • Use business tools to establish, track and maintain business customer compliance in line with their contractual obligations to Sydney Water • Ensure that trade waste management and connection related policies and plans are used and applied correctly when managing business customers • Manage the billing of trade wastewater usage and quality charges for business customers including responding to any trade wastewater billing related enquiries • Provide office coordination for pollution source investigations, supporting relevant field staff by providing relevant customer information and data, managing internal and external stakeholders such as the EPA, Council officers and writing reports summarising the nature and findings of each investigation • Build and maintain business networks with key stakeholders within Sydney Water, with business customers, service providers, consultants, and industry associates and advocates to facilitate effective resolution of customer issues and opportunities • Engage with Council staff to support compliance efforts relating to business customer activities. • Compose complex workplace documents and provide training through instruction and demonstration of work skills to other team members • Manage contracts with service providers or third parties as required. • Manage low complexity projects • Contribute to team effectiveness, manage personal work priorities and professional development.
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Education / Qualifications

Required	Relevant tertiary qualifications (e.g. engineering, environmental science) or relevant experience deemed equivalent.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	- Minimum 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 customers - Demonstrated high level of 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
Workforce Optimization	2	Essential	Intermediate
Business Writing	3	Essential	Intermediate
Delegation Skills	4	Essential	Intermediate
Stakeholder Management	5	Essential	Intermediate
Conflict Resolution	6	Essential	Intermediate
Negotiation	7	Essential	Intermediate
Critical Thinking	8	Desirable	Intermediate
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.			

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.