Sydney WATER

Job Profile

Contract Administration Officer - CX

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Administration	**Career Stage**	C
Job Function	Generalist Administration	**Career Stream**	Operational
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	**Last Modified Date**	23/07/2026
To be completed by Manager ~ (Team Size relates to People Leadership)			
Work Environment	Hybrid	**Team Size**	0
People Leader	No	**Indirect Team Size**	0

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 the Customer Metering Agent requires you to deliver quality customer experiences across a variety of channels, responding to basic and some intermediate customer metering contact types depending on work volumes.

In addition, this role will complete admin and customer metering work through a range of channels including service requests, emails, field visits when required, and customer telephone enquiries.

You will be responsible for ensuring customer metering records are created accurately to facilitate timely billing, while also providing support to other teams across the Customer Billing, Accounts & Metering business.

Sydney WATER

Accountabilities

Job Specific	**Technical** • Administer Customer Metering Operations contracts in accordance with contractual requirements, Sydney Water policies and procedures • Support the administration of metering services contracts including meter installation, maintenance, fault response, inspection, compliance and field service activities • Provide contract administration support to Contract Managers and operational teams. • Monitor contractor contractual obligations, deliverables, service levels, milestones and reporting requirements • Support administration of contract variations, extensions, compensation events and change requests. • Assist with contractor performance reviews, compliance monitoring and corrective action tracking • Support investigations relating to contractor performance • Ensure that contractual administration activities are completed accurately and within required timeframes. • Support purchase order activities including creation, amendment and management. • Process contractor invoices, payment claims and financial transactions. • Validate claims through review of supporting documentation, completed works, delivery records and contractual schedules. • Maintain contract records ensuring accuracy, completeness and compliance with record management requirements. • Monitor contract expiry dates and facilitate renewal, extension or closeout activities. • Participate in ongoing process and system improvements that support efficient contract administration and risk management. • The position is accountable for working within all Customer Metering Operations processes, procedures and governance requirements. **Communication and Information Sharing** • Effectively respond to a variety of customer interactions across multiple channels, including complex and escalated enquiries • Provide support and guidance to others in the Customer Billing, Accounts & Metering through buddying, call support and training • Active listening, two-way conversations, solutions focussed • Effectively capture information, interpret stakeholder requirements and provide solutions and/or information. • Build positive relationships with customers, contractors and stakeholders ensuring a quality experience. • Explore all options to resolve account creation related contacts and cases • Effectively respond to enquiries • Ensure tone, manner and language used in conversations with customers, peers and Managers are respectful and model signature behaviours • Suggest new and innovative customer solutions • Seek advice when required • Treat Customers, contracting partners and Stakeholders in a courteous and respectful manner and give them your highest priority • Written communication should be clear, concise, accurate and meet business standards • Effectively communicate contractual requirements, risks, issues and outcomes to relevant stakeholders. • Participate in contractor and stakeholder meetings and document actions, decisions and outcomes. **Using Technology** This position needs to be familiar in the use of: • SAP CRM and ISU for the management of customer enquiries. • SWIM and Office 365 for records management

- Smart Metering Head End Systems and Meter Data Management Systems
- Other systems as required
- Computer use including desktop configuration, navigation and customisation
- Organise basic directory and folder structures
- Capture required information with accuracy
- Support others in the use of technology

Standards of Service Policy and Procedure

- Understand and explain Sydney Water's Corporate Strategy including our vision, values and signature behaviours
- Identify the range of products and services offered to customers
- Understand and explain your role, your manager's role and their manager's role
- Identify your business processes, procedures, policies and how you implement them
- Identify and demonstrate workplace application of the Safety and Wellbeing and Environmental policies
- Identify and work within set guidelines for workforce scheduling and leave management

Personal Contribution, Effectiveness and Teamwork

- Contribute to the development of self
- Contribute to the development of others
- Contribute to high performance culture by meeting or exceeding all Key Performance Indicators
- Adaptable to change
- Model Sydney Water signature behaviours
- Set personal contribution goals
- Complete allocated tasks as requested
- Ask questions to clarify instruction or responsibilities
- Work effectively in a team, consider peers, customers and the workplace
- Take pride in self, appearance and behaviours that are appropriate for the workplace
- Make a positive contribution to workplace culture

Financial

- Ensuring quote, purchase order, invoice and other supplier interactions are correct and processed appropriately
- Financial Delegation for account adjustments as per Grade level

Safety

- Commit to being Safe and Well Together in meetings such as sharing lessons learned and Safety moments.
- Participate in health, safety and wellbeing activities such as wellbeing support activities, incident investigations, safety meetings, safety inductions and safety training (when required).
- Exhibit visible safety behaviours to all staff and develop, share and implement a personal safety action plan.
- Support staff wellness and resilience during a time of significant technological and process change.
- Support the safety and security of the workplace.
- Support the safety of all staff and contractors.
- Participants in ongoing process and system improvements to support and improve business efficiently and risk management, and staff work environment.
- Identify, report and assist in managing safety risks, hazards and incidents.
- Participate in ongoing process and system improvements to improve business efficiency, risk management and workplace safety outcomes.

Leadership

This position does not have people management accountability or direct reports; however, it will assist in the coaching and development of others.

	The position will: • Provide support and guidance to team members through assisting with service requests, customer complaints and enquiries and general support and advice about account creation matters • Contribute to updating policy and procedures and continuous improvement. • Support others with escalated customer enquiries **Working Relationships** Internal: • The position will also interact with other frontline customer teams; including but not limited to: Customer Interaction Centre, Customer Care, Business Customers, Customer Hub, Data Creation Services and City Growth & Development, Digital Business, Finance. • Customer Metering management leadership team • Customer Billing, Accounts & Metering Quality Assurance and Training staff • All SW Divisions External: • Sydney Water customers • Contractors • Suppliers • Managing Agents • NSW Building Commission • Government Agency Account Managers **Challenges** • Building and maintaining the confidence and trust from customers and stakeholders. • Identifying and analysing the needs of our customers and stakeholders exercising sound judgement, empathy, and discretion when dealing with sensitive customer issues. • Ensuring that the services provided meet customer and business needs, are delivered with exceptional customer service. • Ability to learn new skills and information to respond to different and complex customer enquiries. • Ability to navigate different computer programs to be successful in the role.

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Role Requirements

Education / Qualifications

Required	• No formal qualifications required.
Desired	• Tertiary qualifications in contract management, or project management.

Certifications / Licences

Required	• No formal qualifications required.
Desired	• Drivers' licence • Construction Induction (White Card)

Experience

Required	• Strong stakeholder management skills with multiple internal stakeholders • Demonstrated experience in partnering with the business to support contract administration across its lifecycle • Strong knowledge of procurement systems • Strong organisational skills • Intermediate use of Word, Excel
Desired	• 3+ years' experience working in contract management or administration in a large complex organisation, preferably in a similar organisation or industry sector • Sound understanding of contract development, supplier management and procurement metrics reporting

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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**
Ability To Meet Deadlines	1	Essential	Intermediate
Prioritisation	2	Essential	Developing
Organisational Skills	3	Essential	Developing
System Administration	4	Desirable	Developing
Time Management	5	Essential	Developing
Stakeholder Management	6	Desirable	Developing
Interpersonal Communications	7	Essential	Developing
Document Management	8	Essential	Developing
Business Writing	9	Essential	Developing
Analytical Skills	10	Desirable	Developing

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.