Sydney WATER

Job Profile

Senior Customer Interaction Agent

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Customer Service & Support	**Career Stage**	C
Job Function	Contact Centre Customer Service	**Career Stream**	Operational
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA 8	**Last Modified Date**	31st July 2025
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

Contribute to the delivery of exceptional quality customer service in the capacity of a Customer Interaction Agent. As a senior member of the team, provide leadership and role model positive behaviors for other members of the team and support the Team Manager to ensure that positive outcomes are achieved for team members and customers. This role is a split role with duties split at approximately 50% of time spent responding to customer enquiries as a Customer Interaction Agent and 50% of time spent supporting the Team Manager.

This role also exists to support the operational needs of the Customer Interaction team and may include:

- Overseeing the daily tasks of the team
- Managing the delivery of training and quality assurance, including the review of customer calls and emails; coaching of team members
- Assisting in the recruitment of Customer Interaction Centre team members
- Auditing financial adjustments and account locks
- Reviewing reporting and providing feedback and/or identifying insights
- Support the manager to identify improvements for customer and stakeholder engagement and/or continuous improvement
- Supporting the team with information, guidance and when required.
- Responding to escalations from customers, including payments, direct debit calls, threat management alerts, EWON enquiries and calls that are sensitive in nature such as FDV.
- Other duties as required

Accountabilities

Job Specific	**Technical** • Assist with leading and developing an efficient, engaged and highly skilled customer service team capable of providing service excellence. • Conduct call monitoring for quality assurance, provide feedback and coaching to team members. • Conduct audits of financial transactions and account locks ensure compliance to policies and procedures. • Assist in the recruitment and onboarding of Customer Interaction Centre team members where required. • Undertake regular reviews of reports to assist agents in monitoring and managing their KPIs. • Provide input into training programs, identify training opportunities, support the development of new starters and team members. • Assist with the training pod and call support channel. • Assist in managing call, email, and support work volumes to achieve service level targets. • Support the manager to identify improvements for customer and stakeholder engagement and continuous improvement. • Assists in managing and providing feedback on Service Requests and Complaints • Support the team with information, guidance and assist with change management. • When required respond to escalations from customers, as well as EWON and ministerial enquiries. • Coordinate with the Workforce Optimisation team to ensure the workforce is optimised, efficient and responsive to workloads. • Assist with managing change and the introduction of new channels or processes. • Analyse and review customer contact and reports to drive continuous improvement. **System** This position needs to be proficient in the use of: • SAP CRM and ISU for the management of customer enquiries. • SWIM and Office 365 for records management • Quality Assurance systems • BI for reporting **Process** • The position is accountable for working to all Customer Interaction Centre Processes • Identifying improvements and undertaking updates to those processes in collaboration with the Customer Interaction Centre Team Manager **Impact** The Senior Customer Interaction Agent role is an influential and critical role to the operation of the Customer Interaction Centre team and Sydney Water's delivery of services to customers. This role is critical to the success of delivering quality customer experiences, maintaining corporate reputation, meeting service levels, and maintaining our corporate reputation as an organisation which cares for and supports our staff and customers. The job adds to the capability of the Customer Interaction Centre by providing a permanent and consistent role dedicated to responding to customer enquiries and assisting the Customer Interaction Centre Team Manger . To achieve a world class service, this role is very critical by providing a dedicated support role to the team in addition to the support from the manager. The position should lead to improvements in customer experience, work capability, team performance and customer and stakeholder engagement.

Financial

- Financial Delegation for account adjustments as per Grade level.
- No other budget or financial accountabilities

Safety

This position does not have Manager safety accountabilities, this role does contribute to:

- Guide and support indirect reports, to foster connectivity to the Safe and Well Together vision and strategy.
- Display visible Leadership behaviours
- Demonstrate commitment 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.
- Monitor team members calls for any signs of distress, support through guidance and debriefing
- Support staff wellness and resilience during a time of significant technological/process or procedure change.
- Support the safety and security of the workplace and staff.
- Participate in ongoing process and system improvements to support and improve business efficiency and risk management as well as work environment.

Leadership

This position does not have people management accountability or direct reports; however, it will perform assignment and monitoring of work across the Customer Interaction Centre team.

This position will be responsible for decisions that relate to the daily operational needs of the team that can be made without consultation of the Manager for example scheduling of team members to be online and offline, delegating Service Requests (SRs) and other daily tasks including the coordination of team members to attend meetings or other activities.

There is a medium level of autonomy with regular input and supervision from the Customer Interaction Centre Team Manager.

The position will also:

- Identify and work with the Quality Assurance and Training team and other Subject Matter Experts (SMEs) to provide relevant training and advice when required.
- Assess and improve quality of service and ensure delivery standards are met through call monitoring, coaching of team members and to ensure compliance to procedures.
- Represent the Customer Interaction Centre team in change networks, steering committees, and business projects both within Customer Services and across the organisation when required.
- Assume Team Manager responsibility when required.
- Share updated policy and procedure information relevant to the Customer Interaction Centre to affected areas and staff, assisting with change management.
- Maintain their duties as a Customer Interaction Agent to ensure familiarity and proficiency in Sydney Water systems.
- Promote a positive and engaging culture in the Customer Interaction Centre, including supporting or being active in the engagement team.

Working Relationships

Internal

- This position reports to the Team Manager – Customer Interaction Centre and will be the senior team member and escalation/ referral point for the team if the Manager is not available.
- This position has 13-15 indirect reports. (Customer Interaction Agents)
- This position has 0 direct reports.

	• This position will receive inputs from the Team Manager – Customer Interaction Centre and the Customer Interaction Centre Manager. • This person will work closely with Customer Interaction Agents within their team and across the Customer Interaction Centre. • This position needs to provide inputs to and maintain positive and constructive working relationships with all members of the Customer Interaction Centre. • This position will interact with the CS Leadership Team ('Heads Of') and GM Customer Services. • This position will interact and work with the Workforce optimisation team as well as the Quality Assurance and Training Team. • The position will also interact with other frontline customer teams; including but not limited to: Customer Care, Customer Hub and Revenue Collections. • This position will play a key role in communicating and supporting change within the organisation. **External** This positions main external relationship is with Sydney Water Customers Also: • Assist in the operational needs of the Customer Interaction Centre and conduct ongoing audits and reporting to ensure compliance to processes and policies. • Work with Customer Interaction management team to generate insights and facilitate improvements by reviewing and providing feedback to agents on voice of the customer surveys. • Effectively work with stakeholders to resolve issues, act on feedback and to ensure customer and stakeholder needs are satisfied. **Challenges** The Senior Customer Interaction Agent is a business-critical role for Customer Interactions. This role will contribute to ensuring that the Customer Interaction team have the right skills and capability, technology and processes, to deliver exceptional quality on all customer interactions. The challenges of this role are understanding the types of varied contacts that are received by the Customer Interaction team and assisting in maintaining a team with sufficient skill capacity to be able to manage the varied enquiry types. It is important that the Senior Customer Interaction Agent is aware of work being done in other business areas that may generate call volumes into the Customer Interaction Centre and building relationships across the organisation and promoting the Customer Interaction Centre is important. The Senior Customer Interaction agent will work alongside Customer Interaction Agents (CIAs) but also with the CIAs as indirect reports in assisting them in their growth and development, building a trusting relationship is essential as is the ability to fairly and accurately review and provide feedback on agent's performance.

Role Requirements

Education / Qualifications

Required	• No Qualification/Certificates Required
Desired	•

Certifications / Licences

Required	• No Qualification/Certificates Required
Desired	•

Experience

Required	• Ability to work effectively as a team member in a customer service environment • Meeting or Exceeding KPIs • Role models Sydney Waters signature behaviours
Desired	• A minimum of three to five years' experience in working within a Contact Centre environment. • Demonstrated experience in managing escalated or complex customer enquiries. • Demonstrated high level problem solving, conflict resolution and interpersonal skills • Experience in completing performance assessments and providing constructive feedback.

Sydney WATER

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	Advanced
Telephone Skills	2	Essential	Advanced
Troubleshooting (Problem Solving)	3	Essential	Intermediate
Conflict Resolution	4	Essential	Intermediate
Multitasking	5	Desirable	Advanced
Empathy	6	Essential	Intermediate
Professionalism	7	Essential	Advanced
Data Entry	8	Essential	Advanced
Business Writing	9	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.