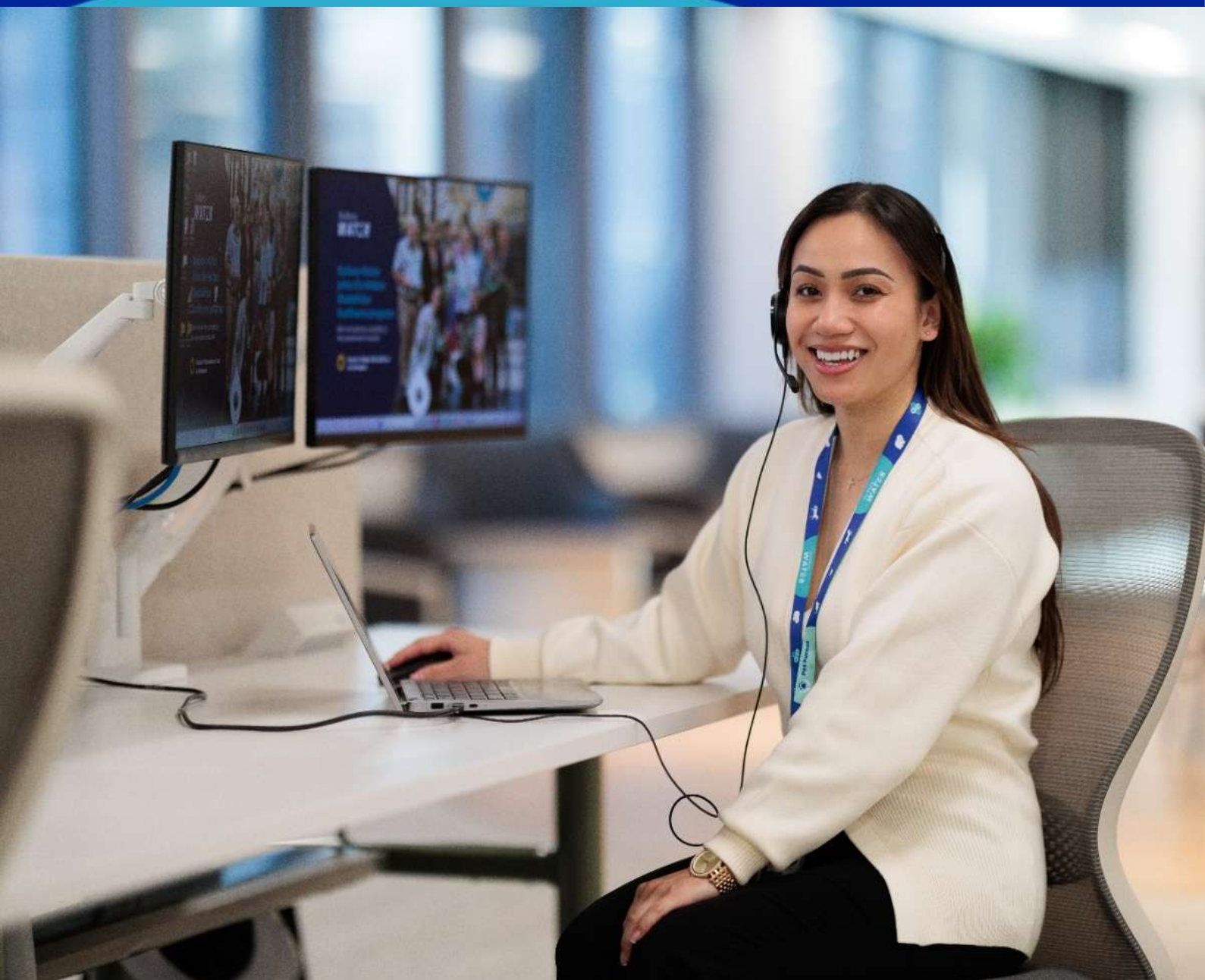
Welcome

Thank you for considering a career with Sydney Water. We know applying for a new role is an important decision, and we are committed to providing a transparent, inclusive and supportive candidate experience.



As a Customer Experience Representative…

You'll be at the heart of our Customer Interaction Centre, helping customers with billing, account management and payment support options. As one of the first points of contact for Sydney Water, you'll listen carefully, understand what matters to each customer and provide clear, practical support.

You'll use your questioning and problem-solving skills to understand each situation, identify the best solution and aim to resolve enquiries during the first interaction wherever possible. When an issue requires additional support, you'll guide the customer through what happens next, helping them feel informed and confident that their enquiry is being looked after.

Throughout the day, you'll capture accurate information in our systems, work closely with your teammates and collaborate with other areas of the business to achieve the best possible customer outcomes. Every conversation is an opportunity to make things easier for our customers, build trust and create a positive experience with Sydney Water.

A day in the life

Picture starting your day knowing you'll make a difference in someone's experience with Sydney Water. You might:

- Answer inbound calls where you'll help with everything from billing queries to reporting a fault.
- Use active listening to understand the customer's situation and work with them to agree on the best solution.
- Apply your problem-solving skills to deliver first contact resolution wherever possible.
- Capture important details accurately and keep our systems up to date.
- Collaborate with your teammates, share knowledge, and contribute to a supportive team environment.

This is a role where your ability to stay calm under pressure, think quickly, and connect with people in a professional yet empathetic way really shines. Every call is your chance to build trust and create a positive customer experience.

You'll also bring energy and engagement to the team, getting involved, sharing ideas and contributing to a positive team culture

Training and support

We'll set you up for success from day one. You'll start with structured training, followed by shadowing experienced colleagues to learn the role in action. As you grow in confidence, you'll continue to be supported by our leaders, trainers, and peers, with ongoing development opportunities to help you succeed.

Rotating shifts

Monday to Friday (no weekends):

- 8.00am – 4.30pm
- 8.30am – 5.00pm
- 9.00am – 5.30pm

Hybrid working is available after probation and meeting performance outcomes. The first three months of employment are office-based full-time. You will also enjoy an accrued rostered day off (RDO) each month.

Your onboarding includes:

- Structured training
- System and process training
- Supported call observations
- Coaching from leaders and experienced team members



Recruitment Journey

We recognise the importance of planning ahead, which is why we are providing advance notice for our upcoming intake. Commencing on **22nd February 2027,** this start date offers an excellent opportunity to begin the new year by embarking on the next step in your career. If you are not selected to start on this date, don't worry, we have many more upcoming roles and you will be in the talent pool for future opportunities if you are selected.

We know every recruitment journey is different — here's what you can expect when you walk the path with us:

Application Journey	Timeline
Advertising	2 weeks
CV Review & Shortlisting	Concurrent with advertising
Vieple Pre-recorded Video Interview	2 weeks
1:1 Interviews (via Microsoft Teams)	2 weeks
Assessment Centre (In person)	1 week
References / Background Checks / Offer*	3 weeks
Start Date	22nd Feb 2027

Assessments and Checks

Vieple Interview

- Make sure you're in a quiet room with no background noise or interruptions.
- Check that your camera, microphone, and internet connection are working before the interview.
- Practice answering mock questions and rehearse using the STAR method.
- Use any reading or prep time to understand the question and plan your response.
- Speak clearly and at a steady pace so your points are easy to follow.
- Dress professionally to show you're taking the interview seriously.
- Look at the camera when speaking and keep your background clean
- Stay calm and confident, it's okay to pause and think before answering.
- Follow all instructions carefully, especially for timed tasks or structured responses.
- Be yourself let your personality and enthusiasm come through.
- Please check this link for further tips: Candidate tips and trick for great video interviews — Vieple | Video Interviewing Platform

Assessment Centre

- You'll attend a face to face interview with a panel from your prospective team. It will be a great chance for us to get to know you, and for you to learn more about us.
- Be ready to share why you'd like to work at Sydney Water.
- We will ask you scenario based and skill based questions that relate to the job criteria.
- Tip: Use the STAR Method below
- You'll also participate in a role play activity to evaluate your collaboration and cognitive skills in a customer-focused context.

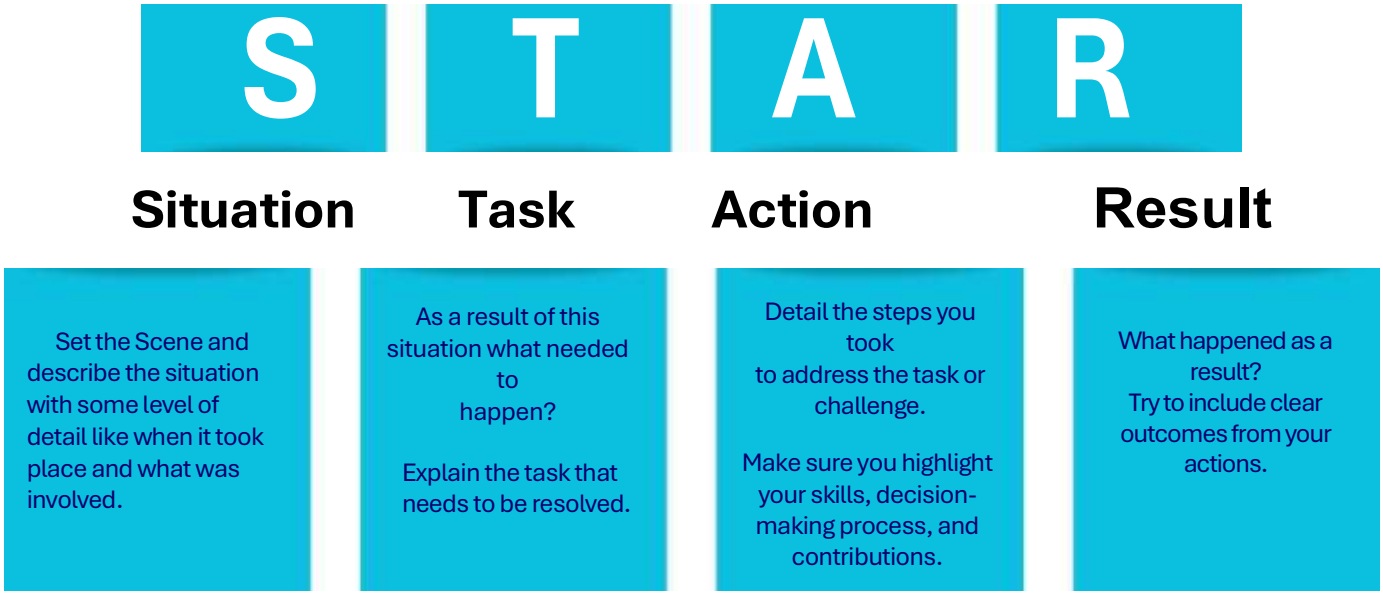
Background Checks

If you progress post assessment centre, you will be asked to undergo background checks, please be prepared for the following:-

- **Proof of ID**: Make sure you have valid photo ID and any required documents ready.
- **References:** Choose employment-related referees who meet eligibility criteria (e.g., direct managers, supervisors). Confirm their contact details early.
- **Start Date:** Double check you can start on **22nd February 2027** and avoid booking holidays or extending notice periods.
- **Be Responsive:** Reply promptly to emails or calls during checks in order to avoid delays.

Interview

When answering questions, we encourage you to use the STAR Method. It's a helpful way to share your story in a clear and strong way. We value your lived experience, your connection to community, and the unique perspective you bring.



Accessibility and Adjustments

We are committed to providing an inclusive recruitment experience.

If you require an adjustment at any stage of the recruitment process, including interviews or assessment activities, please let our Talent Acquisition team know. We will work with you to understand your needs and identify appropriate support.

This may include adjustments to assessment activities, interview arrangements, communication methods or recruitment materials.
We encourage you to have a confidential conversation with our Talent Acquisition team so we can discuss how we can best support your participation throughout the recruitment process.

Thank you and best of luck!

Please feel free to contact us at anytime by emailing **recruitment@sydneywater.com.au** if you have any further questions or need anything from us to help you throughout this process!

