

Job Profile

Customer Experience Representative

Group: Customer Experience

Job Summary

To be completed by People and Culture team			
Job Family	Customer Service & Support	Career Stage	B
Job Function	Contact Centre Customer Service	Career Stream	Operational
Coverage EA = Enterprise Agreement ICE = Individual Contract of Employment	EA	Last Modified Date	5/07/2024
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 Contact Centre is responsible for managing customer contacts to Sydney Water. These contacts may be via phone, email, letter, social media and involve both inbound and outbound contacts. Our role is to have the customer and community at the heart of everything we do. The role of the Customer Experience Representatives is to deliver quality customer experiences. They do this by connecting with customers, active listening and agreeing on solutions. Through the delivery of service excellence, they build customer trust in Sydney Water. We place a strong focus on first contact resolution and workplace culture.



Accountabilities

Job Specific	Communication and Information Sharing • Active listening, two-way conversations, solutions focussed • Effectively capture information, interpret customer needs and offer solutions and/or information • Build positive relationships with customers ensuring a quality experience • Explore all options to resolve contact • 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 in a courteous and respectful manner and give them your highest priority • Written communication should be clear, concise, accurate and meet business standards Using Technology • Computer use including desktop configuration, navigation and customisation • Organise basic directory and folder structures • Print information • Capture required information with accuracy 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 guidelines Personal Contribution, Effectiveness and Teamwork • Contribute to the development of self and others • 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 • Make a positive contribution to workplace culture • Take pride in self, appearance and behaviours that are appropriate for the workplace
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Role Requirements

Education / Qualifications

Required	No formal qualifications required.
Desired	

Certifications / Licences

Required	
Desired	

Experience

Required	- Previous experience in a customer service or contact centre position. - Demonstrate exceptional customer service skills - Ability to be a team player and work as part of a large team in an open floor plan - Demonstrate proficiency in using a computer – accuracy of data input, ability use multiple applications and screen views - Excellent written and verbal communication skills - Ability to multitask, complete multiple activities in a fast paced, dynamic environment - Ability to work flexibly - Previous experience in a customer service role - Previous experience in a customer service role in an organisation with a reputation for service excellence is an advantage - Contact Centre experience is an advantage. - Demonstrate emotional intelligence, empathy and solutions focused approach to call resolution - Ability to manage and resolve conflict
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	Advanced
Telephone Skills	2	Essential	Intermediate
Troubleshooting (Problem Solving)	3	Essential	Intermediate
Conflict Resolution	4	Essential	Intermediate
Multitasking	5	Desirable	Intermediate
Empathy	6	Essential	Intermediate
Professionalism	7	Essential	Intermediate
Data Entry	8	Essential	Intermediate
Business Writing	9	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.			

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.