



## Job Profile

# Service Advisor

Group: People & Governance

## 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<br><small>EA = Enterprise Agreement<br/>ICE = Individual Contract of Employment</small> | EA9                             | Last Modified Date | 20/10/2021  |
| 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

Deliver professional, timely and accurate management of staff and manager enquiries at first point of resolution, across employee lifecycle activities and including a range of multifunctional general enquiries such as safety incident capture and reporting, enquiries regarding management reports, facilities, tenancy and finance services, purchase, procurement and accounting enquiries, to achieve customer experience outcomes.



## Accountabilities

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <b>Job Specific</b> | <p><b>Enquiry Handling</b></p> <ul style="list-style-type: none"> <li>• Provide prompt response to enquiries across all aspects of HR to line managers and employees including the full suite of HR policies, procedures, payroll, recruitment, employee relations, injury management and rehabilitation, learning and development and systems.</li> <li>• Provide front line support for Sydney Water Incident Recording and Learnings (SWIRL) system, ensuring record details are complete and accurately maintained throughout the lifecycle of an incident. This includes contacting incidents owners to obtain updates relating to the incident and ensuring they are progressing incidents in accordance with agreed SLAs. Respond to requests for SWIRL reports and prepare quarterly reports.</li> <li>• Provide prompt response to a range of multifunctional enquiries including management reports, facilities and tenancy services, purchase, procurement, and accounting enquiries for internal and external customers.</li> <li>• Provide quality customer service to managers and staff that consistently meets service standards and targets.</li> <li>• Provide the first point of contact and manage enquiries through to completion.</li> <li>• Escalate enquires as required and ensure that the client is kept informed and monitor progress until the enquiry is closed.</li> <li>• Assist and support line managers in day to day HR activities including navigation around ESS, receipt and processing of HR forms position management and related documentation.</li> <li>• Accurately enter information onto the database in a timely manner.</li> <li>• Follow appropriate processes and procedures with a high attention to detail and accuracy.</li> <li>• Adapt to diverse communication channels such as telephone, online chat, face time and/or email in responding to enquiries.</li> </ul> <p><b>Service Performance and Improvement</b></p> <ul style="list-style-type: none"> <li>• Contribute to the development, implementation, and monitoring of policies &amp; procedures to provide effective, consistent &amp; timely delivery of services.</li> <li>• Contribute to the continuous improvement of customer experience during the enquiry process</li> <li>• Ensure Service Level Agreement targets are met for handling enquiries.</li> <li>• Respond to client insights and enquiry analytics to continuously improve service delivery.</li> <li>• Work collaboratively across the business to deliver our services catalogue.</li> <li>• Proven ability to work within a team environment.</li> <li>• Display behaviours that demonstrate commitment to a team-based approach.</li> </ul> |
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## Role Requirements

### Education / Qualifications

|                 |                                                                                                               |
|-----------------|---------------------------------------------------------------------------------------------------------------|
| <b>Required</b> | <ul style="list-style-type: none"> <li></li> </ul>                                                            |
| <b>Desired</b>  | <ul style="list-style-type: none"> <li>HR, Finance, Accounting, Microsoft certification desirable.</li> </ul> |

### Certifications / Licences

|                 |                                                                                    |
|-----------------|------------------------------------------------------------------------------------|
| <b>Required</b> | <ul style="list-style-type: none"> <li>Customer Services Certification.</li> </ul> |
| <b>Desired</b>  | <ul style="list-style-type: none"> <li></li> </ul>                                 |

### Experience

|                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Required</b> | <ul style="list-style-type: none"> <li>3 years' experience working in a shared services environment.</li> <li>Human Resources, Finance, Tenancy or related field of study or equivalent experience</li> <li>Knowledge and ability to apply a broad range of policies, procedures, and processes.</li> <li>Advanced interpersonal and customer service skills.</li> <li>Ability to work well under pressure in a fast-paced environment.</li> <li>Problem solving and enquiry skills to understand the nature of an enquiry and respond in an efficient way.</li> <li>An ability to provide information so that it can be easily understood.</li> <li>Clear understanding of how escalation paths work while retaining accountability for the resolution of enquiries.</li> <li>Ability to use a range of corporate systems including HR, Tenancy, Finance information systems including accessing, inputting, and compiling data.</li> <li>Well-developed organisational and administrative skills, including strong attention to detail and the ability to prioritise and control own workload.</li> </ul> |
| <b>Desired</b>  | <ul style="list-style-type: none"> <li></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

## 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<br>or<br>Desirable | Proficiency<br>level |
| Customer Relationship Management                                      | 1                                                                                                                                                                                    | Essential                    | Intermediate         |
| Interpersonal Communications                                          | 2                                                                                                                                                                                    | Essential                    | Intermediate         |
| Business Writing                                                      | 3                                                                                                                                                                                    | Essential                    | Intermediate         |
| Rapport Building                                                      | 4                                                                                                                                                                                    | Essential                    | Intermediate         |
| Troubleshooting (Problem Solving)                                     | 5                                                                                                                                                                                    | Essential                    | Intermediate         |
| Time Management                                                       | 6                                                                                                                                                                                    | Essential                    | Intermediate         |
| Calmness Under Pressure                                               | 7                                                                                                                                                                                    | Essential                    | Intermediate         |
| Knowledge Management                                                  | 8                                                                                                                                                                                    | Desirable                    | Developing           |
| Detail Oriented                                                       | 9                                                                                                                                                                                    | Desirable                    | Intermediate         |
| Critical Thinking                                                     | 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.      |                                                                                                                                                                                      |                              |                      |

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.