Sydney WATER

Job Profile

Project Support Officer

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**	6/02/2025
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

The Water Conservation Programs team within Customer Services manages the development and delivery of water conservation and water efficiency programs for Sydney Water's residential and non-residential customers. As well as managing the delivery of Water Wise Guidelines across our area of operations to support all customer segments to save water at all times, not just in drought. The Project Support Officer - Water Conservation Programs' role is to assist in the delivery of various water efficiency programs for residential and non-residential customers. The position will be responsible for contributing to Sydney Water's reputation as a leader in water efficiency expertise and services; and will play an important role in delivering on Sydney Water's water conservation program.

Accountabilities

Job Specific	**Technical** • Provide support for financial tracking of residential and non-residential programs • Contribute to the periodic review of project implementation and regularly report progress against objectives to key stakeholders. • Assist with project management of residential and non-residential water conservation programs. • Provide excellent customer service to internal and external stakeholders. • Analyse, reconcile and manage data to ensure project quality and performance management. • Check and validate datafiles to ensure customer charges are processed accurately • Provide excellent customer service. Work as a client representative with internal and external customers, promoting business opportunities, answering enquiries, providing information and prompt responses to customer complaints. **Systems** • Contract management systems • Document management systems • Knowledge management systems • Billing system • Customer relationship management system • Business reporting and analysis systems. • Financial management systems

Role Requirements

Education / Qualifications

Required	• TAFE Diploma in business and/or experience in customer service processes and programs
Desired	•

Certifications / Licences

Required	•
Desired	•

Experience

Required	• At least 3 to 5 years' experience in a customer support related role such as supporting:
	  ○ business improvement projects or programs
	  ○ regulatory and compliance reporting
	  ○ the hardship/financial vulnerability sector.
	• Demonstrated ability to analyse data, identify trends and provide practical recommendations for potential improvements
	• Demonstrated ability to establish and maintain effective working relationships with internal and external stakeholders.
	• Demonstrated ability to positively influence and work collaboratively within a professional business operation
	• Excellent verbal and written communication skills.
	• Excellent relationship and stakeholder engagement skills – interpersonal skills and self-awareness.
	• Proactive, hands on, can-do attitude.
	• High integrity, self-motivated with results and outcome focus.
	• Demonstrated high level of systems and process skills, including in SAP and the Microsoft Office suite of products, particularly MS Excel
	• Experience using SAP systems.
	• Demonstrated knowledge and understanding of systems and customer processes

Desired	•

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**
Project Coordination	1	Essential	Intermediate
Purchasing	2	Essential	Intermediate
Invoicing	3	Essential	Intermediate
Detail Oriented	4	Essential	Intermediate
Customer Relationship Management	5	Essential	Developing
Business Writing	6	Essential	Developing
Supplier Performance Management	7	Essential	Developing
Risk management	8	Desirable	Developing
Regulatory Compliance	9	Desirable	Developing
Negotiation	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.