

<b>Position:</b>	<b>Senior Customer Support and Credit Program Officer</b>
<b>Classification:</b>	Band 6
<b>Salary Range:</b>	\$76,404 - \$82,359.16 plus 9.5% superannuation
<b>Term and Employment Type:</b>	Permanent, Full Time <i>Flexible work arrangements available subject to negotiation</i>
<b>Starting Location:</b>	Foster Office
<b>Reports To:</b>	Customer Service Team Leader in the People Culture & Customer Department, Customer Service Team
<b>Direct Reports:</b>	Nil
<b>Position Overview:</b>	This role is part of a multi-functional team responsible for providing outstanding Customer Experience with specific focus on customer support and debt management programs. This role will balance processing debt collection with customer support initiatives that respond to, and prevent where possible, non-payment due to financial or other forms of vulnerability that impact on capacity to pay and maintain access to services
<b>Organisational Overview:</b>	As a public sector entity, South Gippsland Water (SGW) is a Victorian Water Corporation responsible for water and wastewater service provision for over 20,000 customers located in 22 towns across a service delivery area of more than 4,000 square kilometres. We manage, maintain and operate 8 water and 12 wastewater systems.  <b>Our Purpose</b> We provide sustainable water services that are essential to the prosperity and wellbeing of our communities and natural environments.  <b>Our Vision 2023</b> Our customers value the services and outstanding customer experiences proudly delivered by our capable and committed teams.  <i>South Gippsland Water is an equal opportunity employer and is committed to promoting a diverse, inclusive, and flexible work environment.</i>
<b>Knowledge, Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Experience in customer contact including a small call centre environment and face to face interaction. Ability to deliver service to corporate standards.</li> <li>• Experience in working with customers across a range of circumstances including forms of disadvantage and vulnerability, where non-payment of accounts is in focus and payment consistent with SGW programs and policies is required. Ability to identify and respond to issues of most importance and develop flexible solutions.</li> <li>• Demonstrated ability to work with a range of organisations to establish referral pathways in support of person-centred responses to bill stress or other needs associated with accessing SGW services.</li> <li>• Ability to deliver high quality, well communicated, accurate responses to a range of enquiries for customers with diverse needs and backgrounds, both in writing and verbally including face to face.</li> <li>• Demonstrated ability to operate a customer billing and revenue database, or equivalent,</li> </ul>

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to record customer interactions, issue accounts and change customer account information.

- Ability to analyse policies, contemporary research and corporation customer and payment data for the purpose of improving debtor management and customer support programs.
  - Understanding and interpreting Customer Codes, relevant Acts, Regulations and Australian Standards.
  - Ability to contribute constructively to team operations, communication, problem solving, continuous improvement and working relationships with both internal and external parties including forming relationships with different customer support agencies
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**Personal**

**Attributes:**

- Self-motivated, disciplined, well-organised and able to identify priorities
  - Flexible and adaptable in managing work methods and workloads
  - An innovative and creative approach to identifying solutions to complex problems.
  - Good at engaging with people and building rapport and constructive relationships. Stays calm in the face of customer concerns to find mutually acceptable outcomes where possible.
  - Willingness to appreciate diverse perspectives and interests.
  - Ability to work as an individual or as an effective member of a team.
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**Key Responsibilities:** As a member of the Customer Service team this position is primarily responsible for:

- Oversight of customer debt program, reports and cases and identifying where action is required
  - Action through applying debt collection processes and customer support program options where customers are eligible
  - Maintenance of effective debt collection and customer support programs including working with relevant external agencies for the purpose of referral and support
  - Preparing analysis and reporting debt management performance and application and effectiveness of customer support programs
  - Complying with all applicable SGW Policies and Procedures
  - Contributing to continuous improvement of Customer Service Team processes, systems and communications
  - Ensuring reasonable care is taken for own health and safety as well as the health and safety of others. Operate consistent with SGW Occupational Health and Safety policy and procedures at all times.
  - At all times adhere to the Victorian Public Sector (VPS) Code of Conduct and model the South Gippsland Water *Behaviours for Growth*
  - Completing work at level as assigned that may differ from responsibilities described in this position description subject to consultation and reasonable support and re-training where required.
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**Qualifications:**

N/A

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**Safety Licences:**

N/A

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**Pre-requisites:**

Satisfactory National Police Check. If having resided outside Australia in the past ten years for one year or more, an international police check will be required.

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**Key Selection**

1. Experience in debt collection processes and practices in a utilities or equivalent customer-focussed service delivery organisation which is a highly regulated
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**Criteria:**

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- environment.
2. Experience in preparing and analysing customer debtor and support programs for effectiveness in supporting customer outcomes balanced with collection of revenue
  3. Demonstrated ability to work effectively with customers across a range of circumstances experiencing difficulties paying bills or accessing services for a wide range of reasons including disability, economic constraints, health impacts, age or family circumstances including family violence, and in some instances highly emotional and aggressive customers.
  4. Well-developed communication skills, both written and verbal with the ability to liaise across all levels both internally and externally
  5. Demonstrated skills with proficiency in customer billing system/s or equivalent, MS Word, Excel and Outlook.
  6. Demonstrated ability to work effectively as part of a team including communication, problem solving, continuous improvement and working relationships. Demonstrated ability to work as an individual with time management capabilities, self-motivation, disciplined and are well organised to identify priorities.
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