

Customer Support Officer

Classification	Band 2
Team	Customer and Stakeholder Experience
Reporting to	Lia Reiffel Contact Centre Coordinator
Location	37-45 Bridge Street Bendigo – Head office
Effective Date	1 May 2025

Working at Coliban Water

Underpinning healthy people is healthy water!

Every day almost 180,000 customers in North Central Victoria trust us to deliver the water and sewage services that underpin the health and prosperity of their communities – now and tomorrow. We deliver these services to residents, farmers, businesses, and industry in 49 communities in an area spanning more than 16,500 square kilometres.

Led by our vision **healthy water, healthy people**, putting our customers and communities first is part of our DNA.

Day-to-day this means we maintain and upgrade the water and sewage pipes, pump stations and treatment plants we all rely on. And it's why we've set a bold strategy to build on that trust, enhance our natural environment, strengthen water security and resilience, and help shape the future of our region for the better.

While we're proud to lead the way, we know our success will come from deep understanding and collaboration. We engage regularly with and learn from our customers, communities, Traditional Owners, strategic partners, and others – because as locals, too, we know the best outcomes are realised when we all work together.

What we stand for

We're focussed on a culture of Earn the customer, Own the risk, and Act. This underpins our ability to deliver high quality services to our region.

Earn the customer	We exist to serve our customers. We 'wow' them with an outstanding experience.
Own the risk	We take responsibility and are accountable to our customers and communities.
Act	We are brave in our decision making and take action. We make good judgements based on evidence and we follow through.

Working with us, you'll be joining a vibrant, dynamic, and supportive team that:

- Respects, supports, and collaborates with the First Peoples of the land on which we live and work.
- Champions an inclusive culture that celebrates diversity.
- Is committed to flexible work and balance.
- Is a leader in the area of social justice, which sees us challenging the way we work to improve gender equality and support those impacted by family violence.

At Coliban Water we balance a small team rhythm with the reach and resources of one of the largest Victorian regional urban water corporations.

With big plans on the drawing board over the next five years, it's a great place to take the next step in your career.

What are you waiting for? We'd love you to join us.

Position overview

This role is part of the Customer Support team, within the Customer and Stakeholder Experience team, reporting to the Contact Centre Coordinator.

Operating during normal business hours this team is the 'face' of Coliban Water, managing all calls through the business' 1300 number, providing in person customer support at the head office front counter, administering the business' email address, processing online customer requests/forms and a number of other administrative duties required by the business.

Ensuring all customer communication via the different channels are all at the highest levels of customer support and at times acting as customer advocates with internal and external stakeholders.

This role will require a sound level of knowledge with a number of technology systems, including but not limited to the telephony system, Customer Relationship systems, billing system, asset mapping and faults information systems.

The role will also involve an extensive training program to be able to understand and diagnose water and sewer operational networks issues and determine the appropriate action for these issues within the appropriate legislation, ie Water Act, Plumbing Regulations etc.

The focus of this role is to:

- Provide a positive and professional customer experience via multi-channel inputs:
 - mail,
 - phone (1300 number),
 - email (coliban@coliban.cm.au),
 - in person (head office – 37-45 Bridge St Bendigo)
 - online forms
- Ensure timely response to all customer contacts
- Understand and diagnose operational and maintenance issues and determine the responsibility for such issues within the appropriate regulations or legislation
- Ensure all customer contacts are managed within correct protocols, ie Privacy Act, Family Violence Policies, Code of Conduct etc
- Appropriate handling of visitors and deliveries to the business
- Register and provide standpipe access keys to customers
- First contact resolution where feasible
- Help identify business improvements and risk control
- Contributing to a safe workplace and sustainable environment
- Working collaboratively as part of a team and maintain positive relationships with internal and external stakeholders
- Monitor various system reports and action as required

Position dimensions

Capital and expenditure budget	In accordance with organisational budget
Authorities/delegations	Please refer to Financial Delegations Policy
Number of reports	Nil
Internal working relationships	All Coliban Water Teams

External working relationships	Customers, Stakeholders, Contractors, internal business units and general members of the public / community.
Other	

Key result areas

Customer Support:

Ensure excellence in customer support and experience by

- Effectively and efficiently responding to a number of multi channel inputs from customers and stakeholders, including the phone, email, online forms, in person and also by mail.
- Ability to understand and explain complex billing or property service matters to customers in clear and concise language and record these transactions in a customer relationship system.
- Providing a high standard of support to customers on various matters related but not limited to:
 - Current and future water and wastewater services,
 - Billing, rates and hardship enquiries,
 - Service difficulties and faults,
 - Business projects and their key messages
- Adhere to the appropriate policies regarding customer privacy and VPS code of conduct when discussing customers details
- Maintain clear and effective communication with all stakeholders and departments, fostering great relationships to ensure knowledge sharing and open discussions.

Resolutions of Customer Enquiries:

Ensure timely follow up and resolution of customer issues by

- Undertaking investigations, liase with all stakeholders both internal and external as required and facilitate resolution of a broad range of issues on behalf of customers
- Provide advice and plans to contractors or customers regarding existing Coliban assets (as mapped on the asset management system) to ensure the integrity of Coliban assets and continuity of supply
- Negotiate payment arrangements or smoothing plans with customers and/or their nominated support person based on a mutual assessment of their capacity to pay
- Identification of any customers that may be experiencing financial hardship or family violence and arranging for appropriate contact from the Customer Care team
- Liase with external service providers such as real estate agents, plumbers and contractors in relation to customer and Coliban water requirements

Understanding Water and Sewer Network Systems

Ensure appropriate diagnoses of water and sewer fault reports by

- Learning and understanding the various technical terms and regulations to determine responsibility for faults reported
- Understanding and acting within the requirements of the Water Act, the Plumbing Regulations and other regulatory requirements
- Participating in various knowledge/training sessions to learn about these systems
- Attending tours or visits to Coliban Water facilities or sites to deepen knowledge of these systems
- Providing explanations in common terms and uncomplicated language what is within Coliban Water's responsibility
- Appropriate identification and judgement on nature of faults (and the urgency) and requirement for future response to ensure appropriate priority for response and prevent unnecessary deployment of Coliban Water's service and maintenance teams resources
- Ability to determine if escalation required to other parts of the business is required

Technology System and Customer administration

Ensure accurate and timely processing of customer transactions by

- Learning and understanding how to use a number of technology systems to be able to provide correct information to customers
- Processing payments, inputting payment smoothing plans and direct debits
- Updating customer information including postal, email addresses, updates of names or contact details to ensure customer relationship system is up to date
- Maintain various online forms requests from customers and stakeholders and action as required
- Identify and provide feedback for any improvements to customer contacts or online forms
- Update telephony system with information such as supply interruptions when required
- Regularly maintain a number of customer support system reports and other administration activities, such as returned mail, failed emails, recycled water information packs etc

Business Improvement and Risk Management

Help identify opportunities for improvement of business processes and risk controls by

- Identify risks to Coliban Water and recommending solutions
- Ensuring end to end processes/workflows are efficient, correctly documented and drive agreed business outcomes
- Implement agreed improvements and participate in training, as appropriate
- Assist in developing and maintaining policies, processes and procedures
- Manage and meet all data collection and reporting requirements
- Identify any opportunities for improved customer support, innovation and optimisation as part of day to day operations.
- Active participation in Quality Assessment program, including receiving feedback and actioning further training or development actions.

Occupational Health & Safety and Compliance

Ensure that Coliban Water is a safe workplace and maintains a sustainable environment by

- Complying with all relevant Occupational Health and Safety and Environmental legislation
- Complying with all company policies and procedures, including completing OH&S training
- Reporting all safety incidents and hazards immediately
- Taking reasonable care for own safety and that of others
- Ensuring that the work environment is free from any form of discrimination, harassment or bullying
- Participate in any safety training and drills.

Professional Development

Ensure that the Coliban Water team is multi-skilled and has up-to-date knowledge by:

- Undertaking appropriate knowledge sessions, training, both on and off-the-job
- Keeping up-to date on professional, industry and company information
- Participate constructively in peer reviews and coaching process
- Complete performance and development plans
- Undertake higher duties, job rotation and back-up colleagues as required

Performance level

Action and accountability	This role is required to understand customer queries and provide sound advice and recommendations, within the constraints of Coliban Water's scope of responsibility, with support from appropriate policies, procedures and management guidance.
Judgement and problem solving	Complex problem solving and judgement required to diagnose and analyse customer issues and determine appropriate solutions within Coliban Water's scope of responsibility.

Specialist knowledge and skills	Substantial proven customer service experience demonstrating high level of customer service values and practices, including the ability to deal appropriately with difficult customers.
Interpersonal skills	Above average multi-channel interpersonal skills required such as telephone, digital, email and written communications.
Leadership level	Lead self: Core skills demonstrating initiative, collaboration and communication.
Qualifications and experience	Great time management skills and a can-do attitude with great investigative/analytical skills. Knowledge of water industry and/or utility billing issues is also desirable.

Shared goals

Health safety and wellbeing	Prioritise your own and others' health, safety and wellbeing by complying with the relevant Occupational Health & Safety legislation and Coliban Water's safety policies and procedures, including reporting hazards and incidents, and ensuring a discrimination-free work environment.
Environmental stewardship	Demonstrate a strong commitment to environmental stewardship by adhering to high standards, sustainability principles, and complying with relevant regulations.
Information security	Comply with all IT policies, complete security training and promptly report any suspected or identified issues.
Victorian public sector values	You'll uphold the values of responsiveness, integrity, impartiality, accountability, respect, leadership, and human rights, to strengthen the organisation's effectiveness in the public sector.

Assessments and further requirements

- A valid and current Australian workers' rights.
- You may be required to perform additional or supplementary duties from time-to-time consistent with your skills, training, qualifications, and experience.
- You will be required to complete all core-training requirements in the expected timeframes.
- From time-to-time work outside of your regular business hours may be required, or you might be required to work at remote locations requiring overnight stay on occasion.
- You may also be requested to undertake pre or post-employment testing, such as psychometric testing, medical assessments, drug testing, police checks, security clearances, and other assessments.

Success profile

In addition to the qualifications and experience specified above, you will be required to meet the following criteria:

- Customer Focus – has customer and their needs as a primary focus for actions and decisions.
- Teamwork/ Building Business Relationships – develop and utilise collaborative relationships to accomplish work goals.
- Influencing skills – use appropriate interpersonal styles and communication methods to seek information, establish strategies, build rapport, demonstrate capability and gain commitment.
- Judgement and Decision making – complex problem solving to design long-term solutions.
- Interpersonal skills – well developed skills, including written and oral communication that facilitates working with customers, stakeholders and teams, with the ability to create a shared understanding and commitment.
- Computing and analytical skills – high level of competence in working with computers and using them as a tool to assist with decision making.