

MELBOURNE WATER POSITION DESCRIPTION

Customer & Regulatory Management Specialist

REPORTS TO:	DIRECT REPORTS AND TEAM SIZE:
Team Leader, Process & Plant Optimisation	Nil
THIS ROLE EXISTS TO:	
<p>This role exist to:</p> <ul style="list-style-type: none"> • Provide a customer interface and quality experience to our customers • To oversee and deliver improvement of environmental management at Eastern Treatment Plant. • Monitors process performance and help direct operation of the plant 	
KEY ACCOUNTABILITIES:	
<ul style="list-style-type: none"> • Taking responsibility for own and colleagues' Health and Safety through identification and reporting of hazards and active involvement in improvement initiatives. • Work with internal and external stakeholders on relevant environmental matters that need joint management to achieve site wide environmental objectives • Monitoring and reporting on the performance of ETP operations in achieving key environmental and customer objectives including: <ul style="list-style-type: none"> ◦ Improved customer service through recycled water supply and sewage treatment services ◦ Meeting environment obligations, in particular the EPA license. • Oversee biodiversity management at ETP and liaise with key biodiversity stakeholders • Conduct site surveillance of all activities from an environmental compliance perspective including monitoring and report on ground water, odour, soil and discharge quality • Manage the Environmental Improvement Plan including community engagement, ground water monitoring, odour monitoring, soil monitoring, discharge quality monitoring and all other obligations. • Manage customer relationships with retailers and other customers including improved customer service through recycled water supply and sewage treatment services • Working closely with operators to provide feedback and guidance to assist them with meeting production objectives. • Utilise existing competencies to provide training to operators and other support staff where required. • Helping build the capability of the team by sharing knowledge and lessons learnt, and by providing opportunities for other team members to build their own experience. • Working with multiple business teams to influence business outcomes at the team level and which may also benefit the group level 	
KEY RESPONSIBILITIES	KPIs
<p>Safety and Wellbeing</p> <ul style="list-style-type: none"> • Demonstrate leadership supporting Melbourne Water's three safety beliefs • Pro-active identification of hazards 	<ul style="list-style-type: none"> • Demonstrated safety leadership as agreed in Performance Plan • Safety improvement initiatives implemented • SMP actions completed • Satisfactory resolution of assigned incident follow up actions • As agreed in Performance Plan

Job Level: EA Level 7

Assessed by: P & C

Date: October 2017

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Financial Sustainability <ul style="list-style-type: none"> • Deliver outcomes within budget • Instigate and lead investigations that contribute to improved financial outcomes 	<ul style="list-style-type: none"> • Achievement of agreed Performance Plan financial objectives • Implementation of agreed projects, which deliver improved financial outcomes to Melbourne Water
Customer / Reputation <ul style="list-style-type: none"> • Pro-actively develop and maintain constructive customer and stakeholder relationships • Identify customer focused improvements within agreed service delivery envelopes 	<ul style="list-style-type: none"> • As agreed in Performance Plan
Continuous Improvement <ul style="list-style-type: none"> • Identify, prioritise and implement simple through to complex opportunities for improvement in treatment plant operation under limited supervision. 	<ul style="list-style-type: none"> • Achievement of optimisation initiatives as agreed in Performance Plan
Customer Focus / Reputation <ul style="list-style-type: none"> • Pro-actively develop and maintain constructive stakeholder relationship 	<ul style="list-style-type: none"> • As agreed in Performance Plan
Investing in our people <ul style="list-style-type: none"> • Proactively identify opportunities to utilise existing competencies to provide training and development opportunities to operators and other support staff. Examples include by actively sharing knowledge and lessons learnt, providing opportunities for other team members to build their own experience and by leading by example. 	<ul style="list-style-type: none"> • As agreed in Performance Plan

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

- Pursues team goals and customer orientation with enthusiasm and in a professional manner
- Develops and maintains strong working relationships with internal and external customers/stakeholders.
- A commitment to leading by example and ongoing personal development
- Knowledge of underlying principles of wastewater treatment processes and capability to apply that knowledge to solving difficult or abstract technical problems.
- Capability to pro-actively apply detailed knowledge and experience to solving difficult or abstract technical problems.
- A detailed understanding of Melbourne Water's systems and processes.
- Ability to draw on industry knowledge and other industry resources, for example by conducting independent literature reviews and through established industry networks.
- Excellent organisational skills with the ability to deliver outcomes within agreed timeframes under limited supervision.

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- Demonstrated ability to produce high quality reports and procedures. Well-developed presentation skills.
- Well-developed interpersonal skills including the ability to proactively influence, lead and coordinate diverse groups and communicate with stakeholders.
- Ability to apply technical knowledge and exercise judgement into decision making processes.
- Good interpersonal skills including the ability to lead and coordinate diverse groups and communicate with stakeholders.
- Ability to provide input into and influence decision making processes.

KEY RELATIONSHIPS:

All Melbourne Water employees are responsible for managing aspects of our customer/stakeholder relationships and service interactions, and will work proactively to deliver a consistent customer experience.

INTERNAL

- ETP Service Delivery Teams - Operations & Maintenance Optimisation, Operations, Day & Tertiary
- Asset Management
- Integrated Planning - Eastern Region Planning
- Sewerage & Drainage Asset Management - ETP Asset Management, Control Systems

EXTERNAL

- Contracted service providers including Process Control (Synertec) and Maintenance and Low Risk Capital (WGPSN)
- Recycled Water Customers – South East Water, TopAq

SALARY RANGE:

EA Level 7 - \$94,489 – 102,146

OTHER COMMENTS:

This role requires the following:

- Tertiary degree in chemical or environmental engineering or Science (Alternative but equivalent qualifications may be considered for the role)
- Medical Assessment
- Current, full Victorian drivers license

Location: Eastern Treatment Plant, Thompson Road, Bangholme VIC 3175