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| **REPORTS TO:** | **DIRECT REPORTS AND TEAM SIZE:** | |
| Customer Service Manager | This role has 2 direct reports | |
| **THIS ROLE EXISTS TO:** | | |
| This role exists to support our strategic approach to improving our customers experience and support’s Melbourne Water’s day to day dealings across our services by providing customer focused, centralised coordination and management of escalated customer requests and complaints.  The Senior Escalations and Complaints Lead will lead a team that sits alongside our Customer Service Centre. They will centrally coordinate escalations and complaints to ensure they are tracked, managed and resolved by relevant business groups, and outcomes are reported to customers. They will be responsible for co-ordinating and managing executive and board reporting on complaints and escalations.  You’ll drive a customer centric approach to frontline customer service. In addition you will be have accountability to managing organisational adherence to our customer service policies and procedures, and work across business groups to identify systemic issues and drive continuous service improvements throughout Melbourne Water. | | |
| **Key accountabilities:** | | |
| * Centrally manage and coordinate escalations and complaints function to ensure escalated issues and complaints are captured, resolved and reported across the business. * Act as a customer advocate in all dealings representing Melbourne Water, and champion a culture that welcomes investigating and resolving escalations and complaints. * Work with customers and key business groups to manage issues and develop options to achieve resolution. * Support team to manage and record escalated requests, including handling difficult conversations with multiple stakeholders. * Ensure accurate recording of customer interactions, including all customer touch-points and outcomes. * Report on operational complaints resolution performance as well as identify systemic customer experience issues and risks. * Prepare recommendations where required and provide professional written correspondence to customers. * Manage complaints and escalations documentation (i.e policies, procedures, correspondence, checklists etc) including implementing regular documentation reviews. | | |
| **KEY RESPONSIBILITIES** | | **KPIs** |
| **Customer Service and Experience**   * Manage team to respond to escalated customer requests and complaints related to Melbourne Water services via key customer channels - phone, email, web and social media. * Support internal stakeholders by coordinating complaints and escalations resolutions. * Take ownership and responsibility for customer experiences, and coordinating a customer response across Melbourne Water teams. | | * Manage and develop team members to achieve service standards outlined in customer charters and defined SLAs * Achieve customer satisfaction and experience targets as set by the business |
| **Quality Assurance**   * Create and maintain internal escalations and complaints reports to ensure items are recorded, tracked and resolved. * Ensure accuracy in all data entry into relevant CRM systems of all customer requests for information, advice and applications to Melbourne Water. * Ensure knowledge base system are reviewed and updated. | | * Achieve high quality outcomes for the customer * Maintain high quality data entry into core systems, and achieve an accuracy rate on or above the targets set by the business |
| **Continuous Improvement**   * Mentoring and supporting team members and other key customer facing teams to improve escalation and complaints resolution timeframes, and minimise future issues. * Develop dashboards, monitoring and reporting to drive improvements in managing and reducing escalations. | | * Positive team and internal customer satisfaction. * Improvement in customer experience benchmarking * Demonstrated ability to achieve positive outcomes through influence and collaboration |
| **Team Work**   * Coordinate team resources to ensure customer escalations and complaints are recorded, resolved and responded to within KPIs. * Contribute to the success of the team through development and management of team goals and targets. * Provide knowledge and training to other key customer service business areas across MW (ie. Regional Services, Development Services, Asset Management etc.) to deliver a high quality outcomes to our customers. | | * Clear team objectives, performance and development plans * Employee alignment and engagement survey results |
| **Voice of the Customer**   * Bring the customer view to the business so as to ensure that customer is at the centre of what we do. * Proactively record customer feedback on our service and the service experience and share insights to drive continuous improvements within the team and the business. | | * Demonstrated ability to achieve positive outcomes through influence and collaboration * Customer Satisfaction/Experience Metrics |

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| **SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:** |
| * Extensive experience leading teams in dynamic and complex customer environments, including managing dissatisfied customers and customer complaints. * Well-developed customer service skills, including the ability to manage escalated customer issues and be a central coordination point for resolving escalated requests and complaints. * Demonstrated analytical and problem-solving skills, including the ability to develop reports for various audiences from frontline teams to board/executive leadership. * Excellent written communication skills including the ability to write comprehensive evidence-based recommendations and reasons for decisions. * Strong customer outcomes focus, confidence and resilience in liaising with internal and external stakeholders in relation to contentious matters. |
| **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**   * This role is required to work with a wide range of stakeholders and groups within the organisation to ensure complaints and escalations are resolved and responded to. * Must be comfortable working with multiple stakeholders at multiple levels levels in the organisation.   **EXTERNAL**   * Melbourne Water customers. |
| **SALARY RANGE:** |
| EA Level 7  Melbourne Water reserves the right to remunerate people according to their ability to perform the functions of the role based on their qualifications, skills and experience. |
| **OTHER COMMENTS:** |
| This role requires the following:   * Experience in a team coordinator/senior lead role with a focus on customer complaints. * Strong communication and engagement capability. * Ability to develop and maintain reports that demonstrate operational performance as well as service insights. * Proven experience developing and supporting team members to manage customer frustration and complaints.   Location: Hybrid – Remote and 990 La Trobe Street, Melbourne 3008 |