

World class water services for a better life

Position Title	Customer Assistance Officer		
Position Number(s)	004905/004681/005020/ 005956/005599/006158	Manager Title	Manager CCC Assist and Recovery
Business Group	Customer Delivery	MoR Title	Senior Manager CCC
Business Unit	Customer Care Centre	Direct Report's Title(s)	Not applicable

What is the unique purpose of the role?

What is the reason for the role's existence and the key contribution to SA Water's success?

Deliver positive debt recovery outcomes to meet business objectives in order to achieve the effective delivery of SA Water's Customer Assist Program and associated assistance services.

What does the role do?

The key accountabilities unique to this role are (3-6 required):

Key Accountabilities	Accountability Details (2-8 per accountability)
Put safety above all else	<ul style="list-style-type: none"> Be aware of and apply roles and responsibilities in accordance with WHS Roles and Responsibilities Procedure. Take responsibility for the safety and wellbeing of yourself and others including your own fitness for work (e.g. under the influence of drugs, alcohol and/or fatigue). Any identified hazard or incident to be logged into SAAM within 24 hours
Administer and deliver the customer hardship policy	<ul style="list-style-type: none"> Deliver an effective and compliant hardship policy for residential customers. Comply with regulatory compliance obligations (such as the Water Industry Act, Retail Code, and SA Water's Residential Hardship Policy) Positively promote the Customer Assist Program within the community, social inclusion sector and SA Water. Undertake early intervention strategies to seek out the needs of customers experiencing hardship.

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Key Accountabilities	Accountability Details (2-8 per accountability)
Deliver ongoing case management customer service for customers in financial hardship	<ul style="list-style-type: none"> • Increase customer satisfaction by delivering world class service on every interaction. • Customers receive accurate, timely high quality information in response to their enquiries and drive first contact resolution. • Ensure customers are assessed for hardship assistance when required. • Build relationships and rapport with customers in a professional manner. • Ensure customer enquiries and disputes are appropriately actioned. • Hardship customers supplied with case management style assistance including default and review follow up • Ensure customers are supplied with information regarding concessions, financial counselling referrals, hardship plumbing assistance, payment support and allowances where appropriate. •
Delivers and achieves against set KPIs	<ul style="list-style-type: none"> • Ensure recovery and assist processes and procedures are followed correctly. • Respond to customer enquiries within agreed timeframes. • Ensure all customer contact, both written and verbal, is recorded effectively and accurately against customers' accounts and on the record management system where required. • Deliver required debt recovery outcomes for customers participating in the Customer Assist Program. • Negotiate effective repayment terms to recover outstanding debt within required time frames to reduce account balances. • Complete weekly payment arrangement default, reviews and completions processes for CAP participants.
Contributes to innovation and continuous improvement	<ul style="list-style-type: none"> • Contributes to identifying, embracing and implementing opportunities for improvement. • Adapt to change by positively supporting opportunities for improvements.
Builds strong interpersonal relationships and participates in self-development	<ul style="list-style-type: none"> • Builds and maintains effective, cooperative and collaborative relationships across the organisation. • Creates and participates in a culture of accountability by actively engaging in regular performance discussions and is prepared to receive coaching and feedback for self-development.

Knowledge, skills and experience the role requires

Criteria which will be used for recruitment and selection for this role (maximum of 8):

Foundation Knowledge, Skills, Experience and Qualifications	Essential or Desirable
Demonstrated experience in delivering exceptional customer service and debt recovery practices in a customer centric environment.	Essential
Ability to empathise and negotiate with a wide variety of customers in various situations.	Essential
Ability to readily understand, assess and make decisions on a wide range of customer related issues.	Desirable

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Foundation Knowledge, Skills, Experience and Qualifications	Essential or Desirable
Effective communication skills, both written and verbal and an ability to plan and prioritise work to meet deadlines.	Essential
Sound understanding of case management practices and techniques.	Desirable
Understanding of hardship issues across the broader community.	Desirable

Who you work with

Key Stakeholder Relationships critical to the success of this role (maximum of 6):

- Customer Delivery
- Internal stakeholders
- SA Water customers
- External service providers and stakeholders (i.e. SACOSS, SAFCA, DCSI) and plumbing contractors
- Government and community financial counselling agencies
- Local Councils

Special conditions

Does the role have any unique requirements?

- Flexible hours and some after hours as required, some intra and interstate travel (mandatory)
- This role is required to participate in a roster which spans ordinary hours (6am to 6pm)

Your PD outlines what the requirements of your role are. The behaviours you demonstrate are equally as important and form part of your PD.

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