|  |  |  |
| --- | --- | --- |
| **REPORTS TO:** | **DIRECT REPORTS AND TEAM SIZE:** | |
| Senior Escalations and Complaints Lead | This role has no 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 responses to escalated customer requests.  The Customer Escalations Coordinator will be responsible for supporting customers seeking to resolve escalated issues, ensure escalated requests are resolved, and identify systemic issues leading to escalated requests.  You’ll drive a customer centric approach to frontline customer service in line with the Melbourne Water’s strategic customer approach and work across business groups to identify systemic issues and drive continuous service improvements throughout Melbourne Water. | | |
| **Key accountabilities:** | | |
| * Centrally coordinate escalated requests to ensure all issues are captured, resolved and responded to within KPIs * Act as a customer advocate in all dealings representing Melbourne Water and champion a culture that welcomes customer escalations as service improvement opportunities. * Ensuring accurate recording of customer interactions, including all customer touch-points, formal resolution and response to customer. * Preparing reports that detail operational escalations performance as well as identify systemic customer experience issues to resolve. * Prepare recommendations where required and provide professional written correspondence to customers. * Developing positive and collaborative working relationships with team members and internal and external stakeholders. | | |
| **KEY RESPONSIBILITIES** | | **KPIs** |
| **Customer Service and Experience**   * Responding to escalated customer requests related to Melbourne Water services via key customer channels - phone, email, web and social media. * Take ownership and responsibility for the customer escalation, and coordinating a resolution and response across Melbourne Water teams. * Continuously monitor for customer experience issues and improvement opportunities | | * Achieve service standards outlined in customer charters and defined SLAs * Achieve customer satisfaction and experience targets as set by the business |
| **Quality Assurance**   * Maintain escalations reports and processes to ensure escalations are recorded, tracked, resolved and responded to. * Provide accurate, professional and timely verbal and written information to customers. * Ensure accurate recording into relevant CRM systems of all customer escalation information | | * Maintain high quality data entry into core systems * Deliver accurate and high quality service to customers |
| **Continuous Improvement**   * Support front line staff and other key customer facing business teams to improve escalation resolution and minimise future issues. * Monitoring and reporting escalations to drive improvements and reduce future escalations * Actively seek ways to influence and improve experiences for Melbourne Water customers | | * Positive team and internal customer satisfaction. * Improvement in customer experience benchmarking |
| **Team Work**   * Coordinate processes to ensure customer escalations are resolved in a timely manner, and customers are updated on the progress of their resolution and customers responded to. * Work with and provide advice to other key customer service business areas across MW (ie. Regional Services, Development Services, Asset Management etc.) to deliver high quality outcomes to our customers | | * Clear escalation and resolution pathways * Improved customer satisfaction results and feedback related to escalations |
| **Voice of the Customer**   * Drive improvement in customer experience by working closely with key business groups to resolve issues and minimise the number of customer escalations created. * 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 | | * Customer Satisfaction/Experience Metrics * Customer Experience Benchmarking |

|  |
| --- |
| **SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:** |
| * Well-developed customer service skills, including the ability to manage escalated customer issues and act as a central coordination point for managing and resolving escalated requests. * Demonstrated analytical and problem-solving skills, including the ability to assess and manage risk, work within legislative requirements, make impartial recommendations and to use specialist advice when needed. * 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. |
| **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:** |
| Level 5  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 customer-centric team coordinating functional processes and providing high-level customer service. * Ability to coordinate high-volume requests and manage issues by exception. * Experience developing and maintaining reports that monitor operational performance and provide service insights. * High level verbal and written communication capability, including providing professional written responses to customers.   Location: Hybrid – Remote and 990 La Trobe Street, Melbourne 3008 |