



Position Description

Position title:	Customer Services Advisor
Employment type:	Secondment
Division:	Customer Services
Section:	CX Operations
Position reporting to:	Group Manager CX Strategy and Operations
Salary band:	Salary Band 4
Agreement:	Hunter Water Corporation Employees Enterprise Agreement 2024
Approval date:	October 2026

Role purpose

This role will support the Group Manager CX Strategy and Operations develop and deliver a program focused on optimising operations across the CX Operations team.

The program includes leading a quality assurance and uplift activity across care and payment assistance operations, including optimisation of the IVR system set up, as well as supporting the development of a workforce plan that ensures the right capability and capacity across the group.

Functions

QA and uplift of CX operations

- Design and coordinate quality assurance activities across service delivery of enquiries, complaints, payment assistance and debt collection.
- Monitor and evaluate service delivery quality through a comprehensive quality management process.
- Identify and address coaching opportunities and provide targeted support to enhance overall team performance.
- Support the development of quality standards, reporting and governance processes.
- Work with leaders to implement and monitor improvement actions.

PureCloud optimisation across CX operations

- Further embed the IVR system across the Care and Support team to utilise all relevant functions and optimise the team's service delivery.
- Analyse care and support related service data and operational metrics to identify further improvement opportunities.
- Configure PureCloud in accordance with the team's needs and inline with the current Contact Centre system standards.

Find out more



About us

Hunter Water delivers water and wastewater services to more than 600,000 people in homes and businesses across the Lower Hunter. We also provide stormwater, trade wastewater recycled water and raw water services.

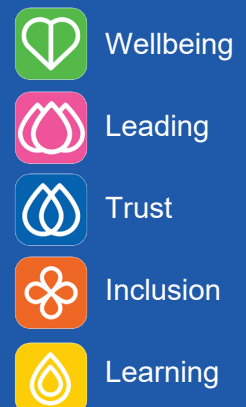
Our vision

To be a valued partner in delivering the aspirations for our region.

Our purpose

To improve and enable the quality of life for our communities.

Our values





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- Deliver tailored training for the team, supported by the CX Knowledge and Training Officer.
- Lead the implementation of all changes and support the team through the transition.

CX operations workforce plan development

- Gather and analyse workforce data, including demand, volumes, workload, productivity and capability requirements.
- Develop the detail for delivering the workforce plan around the identified workforce risks, gaps and opportunities.
- Develop forecasts, scenarios and recommendations to support workforce decision-making.
- Prepare reports, presentations and business cases for leaders.

This is not an exhaustive list of duties; employees are expected to undertake other tasks from time to time as required. Hunter Water reserves the right to amend/update position descriptions in accordance with business need.

Capability

Essential

- Highly developed interpersonal skills, strong verbal and listening communication skills, calm, considerate and friendly nature for effective liaison with customers, internal and external stakeholders.
- Well-developed written communication skills.
- Highly developed customer-focussed outlook and ability to empathise with the customer to deliver a great customer service experience
- Demonstrated ability to achieve resolution of challenging customer matters.
- A consistent high performer against team key performance areas.
- Manages additional responsibilities effectively and autonomously.
- Experience helping and providing direction to less experienced staff.
- Demonstrated commitment to own self-development and desire to learn and build on existing skill base
- Demonstrated team player that actively provides input to the team to achieve effective solutions displays positive behaviour and builds strong and collaborative working relationships.
- Previous experience in a fast-paced customer service environment
- Advanced computer skills
- Advanced analytical and numeracy skills

Commitment

My role contributes to the health, safety and wellbeing of all of our people and the communities we serve and our environment. I, and all of our people support the development and continuation of a positive safety culture, whereby no worker is injured physically or psychologically from their work duties at Hunter Water. In fulfilling this role, I will follow all Hunter Water procedures and policies that will ensure the obligations under the Work Health and Safety Act 2011 (NSW) and Regulations (2017) are met. Specific



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responsibilities and accountabilities are defined in Hunter Water's WHS Responsibility, Accountability and Authority Matrix and in the WHS Manual.

My role contributes to Hunter Water building and maintaining a diverse and inclusive workplace. I commit to treat others with dignity and respect and to value their unique capabilities, backgrounds, experiences and characteristics regardless of their gender, age, cultural background, religion, sexual orientation, gender identity, disability and/or family status. By inviting diverse perspectives to drive innovation and collaboration my role can contribute to delivering the best outcomes for our people, customers and communities.

How I perform my role, how I behave and make decisions, is guided by and reflective of the corporate values of TRUST, LEADING, LEARNING, INCLUSION and WELLBEING. In performing this role, I adhere to the Code of Conduct.

Other Requirements

Pre-Employment Medical: Not Required

Criminal Background Check: **Required**

Competency Assessment: Not Required