JOB PROFILE FORM

1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Case Manager

Team: Case Management

Division: Service Response

Group: Asset Services

Reports to (Role Title): Case Management Manager

Number of Direct Reports: N/A

Budget Mgt Accountability (Opex & Capex Amounts): N/A

2. WHAT DOES THIS JOB DO?

Job Purpose:

- The purpose of this role is to investigate and resolve customers' water and sewer infrastructure related enquiries/complaints, reaching fair outcomes which support Yarra Valley Water's strategic goals, our Customer Stand and the Case Management Team's purpose.

Responsibilities (20 dot points or less):

- Investigate and resolve customer enquiries and complaints, in accordance with the Team's Case Management Principles and Procedures, Investigation Framework, Fair Outcomes Framework and Performance/Service Targets.
- Customer complaints and enquiries include but are not limited to:
- Water and sewer supply interruptions, quality and reliability complaints,
- Sewer blockages and spills
- Water Quality and Illness complaints
- Quality of field work following an asset fault, renewal or inspection – including restoration of the site
- Ongoing leakage issues with confused sources including groundwater, storm water, sewage and reticulated water
- Disputes about responsibility for repair of private infrastructure
- Complaints about the claims and administrative processes managed in the team or the outcome of a claim
- Matters being investigated by the Energy and Water Ombudsman (Victoria) or other dispute resolution bodies and/or regulators
- Matters referred to us by our Public Affairs Team (social media), Planning Team, Contract Managers and Operations Team
- At the direction of the Manager, matters refer to us by the General Manager or Divisional Manager (for example: Ministerial, Member of Parliament or Managing Director correspondence).
- Providing reports on works undertaken or faults experienced, written in plain English

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- Build strong relationships with YVW stakeholders, key suppliers and partners to deliver exemplary customer outcomes. Relationship include with our Customer Contact Center, Development Services, Operations, Planning, Contract Managers, YVW Contractors, YVW Lawyers and Loss Adjusters.
- Assist the Manager, to work with contractors, contract managers, Operations, Planning and our Customer Contact Centre to identify and address the root cause of complaints, including those that may be systemic in nature.
- Assist the Manager to induct new team members and buddy Contact Center Faults Call Takers as required.
- At the direction of the Manager, assist in managing administrative/claims work when resources are required.
- Other duties as required by the Manager

3. WHAT ATTRIBUTES ARE REQUIRED TO UNDERTAKE THIS JOB?

3A. WHAT KEY SKILLS OR EXPERIENCES ARE REQUIRED TO COMPLETE THIS JOB?

Skill/ Experience	**Level of Skill/ Experience** i.e. Basic / intermediate/ Advanced	**Years of Experience**
Experience in a customer service environment	Intermediate	3
Experience in best practice dispute resolution within a service environment	Intermediate	2
Well-developed competency in word processing, spreadsheets and database analysis.	Intermediate	2

3B. WHAT DEVELOPMENT BUILDS THE CAPABILITY FOR THIS ROLE?

PEEPS will capture training or certifications that a person requires to undertake their job activities. When completing this section, do not only consider performance effectiveness, but also consider auditing and safety compliance requirements. When a person is associated with a job, but does not have the required skills, the manager and person will be notified.

Qualifications / Certificates	**Mandatory/ Highly Desirable/ Suggested?**	**Method of Training** (e.g. certificate, ticket, observation, on-the-job etc....)	**Renewal Required** (Y/N/Unsure)	**Renewal Frequency** (e.g. Never, 1 year, 5 years etc....)
Customer service or business related degree	Desirable			
Training				
YVW Field Induction	Y	On line	Y	Annual
Corporate On-Line Induction	Y	On line	N	
Group/Division/Team Induction	Y	On line		
Maximo System Training	Y	On line, on the job		

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SCADA System Training	N			
BI Training	N			
PEEPS Training	Y			
Apollo Training	N			
Primavera Training	N			
TAP Training	N			
Webmap/Geomedia	Y			
CC&B	Y			
EasyAccess ??	Y			
NPV Analysis	N			
HACCP Awareness	Y			
Red/White Card	N			
EEO Awareness	Y	On line	Y	
Field Access Notification	N			
Relevant SWMS for the Division	Y			
Fire Danger Day Awareness	Y			
Confine Space Awareness?	Y			
Cultural Training? (LSI, RO, TMS..etc)	Y			

3C. WHAT ARE THE CRITICAL PERSONAL ATTRIBUTES REQUIRED FOR THIS JOB?

Personal Attributes *i.e., such as resilience, emotional intelligence*	Ability to quickly build an effective working rapport with customers, contractors, team member and other YVW staff Well-developed customer service skills, able to build empathy with customers. Well-developed critical thinking skills, able to draw on multiple pieces of information, weigh them up and determine well-reasoned, logical and fair decisions, in the context of YVW Business Culture, our legal obligations and rights and our Customer Stand. Well-developed negotiation skills, able to identify core issues and help parties develop resolution options. Well-developed written and verbal communication skills, with ability to convey complex information in plain English.

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	Comfortable working with ambiguity.

3D. WHAT ARE THE KEY PHYSICAL, PSYCHOLOGICAL OR ENVIRONMENTAL REQUIREMENTS OF THE ROLE?

Key requirements *i.e. required to lift heavy boxes, repetitive work, dealing with irate customers* *Note: some field-based roles will need to complete additional requirements for the role*	Hybrid working - meeting stakeholders, leaders and impacted teams at the Mitcham office and at other sites as directed (e.g. treatment plants) to build a strong understanding of the YVW "business" and to develop effective relationships with stakeholders. This role may require out of business hours responses due to the nature of the role and the operational requirements.

4. WHAT CAREER PATH IS POSSIBLE IN THIS ROLE

PEEPS will hold career path information for jobs within the organisation. This will feed into the PEEPS career and succession planning functionalities. For this job, consider what jobs within the organisation precede and proceed this from a career pathways perspective. Feel free to enter more than one job.

Role before (Name, Team, Division)	Service Improvement Specialist (Development Services), Application Service Representative (Development Services), Customer Relations Specialist, Customer Service Consultant, Customer Service Officer,
Role after (Name, Team, Division)	Customer Service Specialist in other parts of the business, Claims and Administration Coordinator, Team Leader/Co-ordinator, Manager, Case Management.

5. CHECKPOINT

Is this a *Critical Worker* role requiring an AusCheck	☐ No ☐ Yes
Does this role require	☒ Police check ☐ Working with children ☐ Victorian Drivers License
Comments	