

# JOB PROFILE FORM



## 1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Senior Case Manager

Team / Division / Group: Case Management/Asset Service Operations & Response/Asset Services

Current Incumbent/s: [Click here to enter text.](#)

Reports to (Name / Title): Alexandra Saric, Manager Case Management

## 2. WHAT DOES THIS JOB DO?

Job Purpose:

To ensure the efficient, fair, and effective resolution of complex customer complaints related to water and sewer infrastructure. The Senior Case Manager owns complaint reporting and supports case managers through coaching, oversight, and technical guidance while leading initiatives that improve complaint handling, customer satisfaction, and systemic outcomes across the business.

Responsibilities:

### Key Accountabilities

#### 1. Complex Case Management

- Manage a small portfolio of high-risk, high-complexity complaints, including MD/Ministerial escalations, complex EWOV matters, systemic issues, and vulnerable customer cases.
- Apply best practice complaint handling, investigation frameworks, and regulatory standards to deliver fair, commercially sound, and customer-centric outcomes. Identify and address accurately the root cause of complaints to contain and sustainably resolve.
- Prepare high-quality, plain-English written responses and reports, sometimes in consultation with legal, technical, or other stakeholders.
- Oversee and contribute to customer responses via public-facing channels (e.g., social media) for operational complaints.

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## 2. Coaching, Technical Guidance & Capability Building

- Provide daily support, coaching, and technical guidance to Case Managers to strengthen their decision-making and complaint resolution capabilities. Have effective and constructive conversations to assist with building efficiencies and improving team performance to KPIs and SLAs.
- Support onboarding of new staff and contribute to development and delivery of team training, soft skills development, knowledge management and technical updates.
- Develop knowledge-sharing materials (e.g., guidance notes, frameworks, FAQs) aligned with complaint handling and regulatory requirements.

## 3. Stakeholder Management & Cross-Functional Collaboration

- Build strong relationships with internal stakeholders, contractors, and partners to drive end-to-end complaint resolution.
- Lead or contribute to cross-functional working groups to address systemic issues or process gaps identified through complaints and insights.
- Influence and support business case development for change initiatives that reduce customer effort, improve service delivery, or resolve root causes and mitigate reputational / legal risk.

## 4. Data, Reporting & Insights

- Lead monthly, quarterly, and ad-hoc complaint reporting, including performance tracking and forecasting, providing insight on complaint trends, drivers and root cause analysis.
- Contribute to the development and improvement of reporting capability and participate in UAT/testing for enhancements.
- Provide actionable insights and compelling storytelling using complaints data to inform improvement opportunities, business cases, and executive briefings.

## 5. Continuous Improvement & Compliance

- Identify trends and systemic issues through complaint analysis and support their resolution through process or service design improvements. Quantify benefits of continuous improvement to customer experience, service delivery, cost avoidance, efficiencies and alignment to corporate and unit strategy.
- Maintain team alignment to complaint handling policy, frameworks, and regulatory obligations (including EWOF and industry standards).
- Monitor service quality, provide feedback through the Quality Assurance Framework, and support continuous improvement of policies, procedures, and team performance.
- Assist the Manager in team operations, supporting delivery of KPIs, SLAs, customer charter commitments, and cost-to-serve objectives.

## 6. Operational Support & Leadership

- Support the Manager with operational and administrative functions as needed.
- Act as a delegate for the Manager when required and provide leadership support to ensure team consistency, performance, and customer advocacy.
- Periodically work 'on call' as part of duty management responsibilities, including participation in emergency management events.

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## 3. WHAT ATTRIBUTES ARE REQUIRED TO UNDERTAKE THIS JOB?

### 3B. 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 (optional)	ADMIN ONLY Attribute Type
Experience in a customer service environment, contribution to developing customer service strategies and driving experience related process improvements	Intermediate	5	
Experience in dispute resolution	Intermediate	2	
Working with personnel at all levels to improve practice and service delivery including experience and capability to influence at a Management Level	Intermediate	5	
Demonstrated ability understanding and communicating complex issues	Intermediate	5	
Developing/coaching and managing	Intermediate	2	
Demonstrated competency in scoping, and collaboratively driving process improvements, projects and outcomes, and quantifying benefits. Post Implementation Review/Agile experience would be beneficial	Intermediate	2	
Demonstrated interpersonal and negotiation skills, dealing with key stakeholders including senior management, customers, consultants, contractors, regulators and committees	Intermediate	2	

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

Personal Attributes	<ul style="list-style-type: none"> <li>• Ability to quickly build rapport with team, leaders, customers, contractors, and other stakeholders and YVW staff</li> <li>• Strong customer service skills, ability to build empathy</li> <li>• Critical thinking skills, ability to draw on complex information, and determine fair decisions, in the context of YVW Business Culture, our legal obligations and our Customer Stand.</li> <li>• Well-developed negotiation skills, able to identify root causes and help build solutions to resolve complex problems</li> <li>• Agile approach with ability to scope and build initiatives</li> <li>• Delivery focused and highly resilient</li> <li>• Able to coach, mentor and provide constructive feedback</li> <li>• Strong written and verbal communication skills, with ability to convey complex information in plain English</li> <li>• Comfortable working with ambiguity</li> <li>• Good understanding of YVW network management, complaint handling standards, applicable regulations, water quality obligations and YVW policies, processes and systems</li> <li>• Emotional intelligence</li> <li>• A commitment to exceptional customer service</li> <li>• Innovative and creative thinker</li> <li>• Strong leadership, collaboration and people skills</li> <li>• Customer centric mindset</li> <li>• Calm under pressure with a strong sense of urgency</li> </ul>
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## 4. WHAT DEVELOPMENT BUILDS THE CAPABILITY FOR THIS ROLE?

	<b>Mandatory/ Highly Desirable/ Suggested?</b>	<b>Method of Training</b> (eg. certificate, ticket, observation, on-the-job etc...)	<b>Renewal Required</b> (Y/N/Unsure)	<b>Renewal Frequency</b> (eg. Never, 1 year, 5 years etc...)
<b>Qualifications / Certificates</b>				
Customer service or business related degree	Desirable			
<b>Licenses/Tickets</b>				
NA				
<b>Training</b>				
YVW Field Induction	Y	Online	Y	Annual

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

## 5. WHAT CAREER PATH IS POSSIBLE IN THIS ROLE

<b>Role before</b> (Name, Team, Division)	Case Manager (Case Management Team) Works Optimisation Officer (Service Interactions Team)
<b>Role after</b> (Name, Team, Division)	Manager, Case Management (Case Management Team) Customer Outcomes Lead (Direct report to AOR Deputy General Manager)