

JOB PROFILE FORM

1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Case Manager

Team / Division / Group: Case Management/Service Response/Distribution Services/Retail Services

Reports to (Name / Title): Team Leader (Case Management)

2. WHAT DOES THIS JOB DO?

Job Purpose (50 words or less):

Investigate and resolve complex customer enquiries/complaints about products and services, reaching fair outcomes which support Yarra Valley Water's strategic goals, our Customer Stand and the Complaint Management Framework.

Responsibilities (20 dot points or less):

- Investigate and resolve customer enquiries and complaints, in accordance with the Yarra Valley Water's Complaint Management Framework, including our Complaint 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 quality and reliability complaints
- Any YVW related complaint regarding Infrastructure, construction, field work, billing, metering and credit management
- Matters being investigated by the Energy and Water Ombudsman (Victoria) or other dispute resolution bodies and/or regulators
- Complaints at the direction of Manager, matters refer to us by the General Manager or Divisional Manager (for example: Ministerial, Member of Parliament or Managing Director correspondence).
- Providing reports or detailed investigation responses, written in plain English
- Build strong relationships within Yarra Valley Water and with stakeholders, key suppliers and partners to deliver exemplary customer outcomes.
- Assist the Manager, 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 as required.

JOB PROFILE FORM

- At the direction of the Manager, assist in managing administrative/claims work when resources are required.
- Other duties as required by the Manager.

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	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	

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

Personal Attributes	<p>Ability to quickly build an effective working rapport with customers, contractors, team member and other Yarra Valley Water staff.</p> <p>Well-developed customer service skills, able to build empathy with customers.</p> <p>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 our Organisational Culture, our legal obligations and rights and our Customer Stand.</p> <p>Well-developed negotiation skills, able to identify core issues and help parties develop resolution options.</p> <p>Well-developed written and verbal communication skills, with ability to convey complex information in plain English.</p> <p>Comfortable working with ambiguity.</p> <p>Resilient and able to manage diverse communication styles and personalities</p>
---------------------	--

4. WHAT DEVELOPMENT BUILDS THE CAPABILITY FOR THIS ROLE?

JOB PROFILE FORM

	Mandatory/ Highly Desirable/ Suggested?	Method of Training (eg. certificate, ticket, observation, on-the-job etc...)	Renewal Required (Y/N/Unsure)	Renewal Frequency (eg. Never, 1 year, 5 years etc...)
Qualifications / Certificates				
Customer service or business-related degree	Desirable			