

JOB PROFILE FORM

1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Waste to Energy Commercial Account Manager

Team: Waste to Energy

Group / Div: Asset Services / Operations

Reports to (Role Title): Manager Waste to Energy

Number of Direct Reports: 0

Budget Mgt Accountability (Revenue): \$1M pa

2. WHAT DOES THIS JOB DO?

Job Purpose:

The Waste to Energy Officer is responsible for supporting customer engagement, commercial (business development and revenue generation), administrative and financial activities of our two waste to energy facilities. Key activities include management of customer interactions, account management, business development and general administrative activities while fostering a collaborative environment within the team and broader YVW organisation.

Responsibilities (20 dot points or less):

General

- Build and maintain strong relationships with relevant internal YVW departments
- Increase knowledge and awareness within YVW of waste to energy activities, interfaces and requirements
- Contribute to innovation; process efficiencies; and system improvements within the team
- Supporting in general business administration functions such as internal reporting, procurement and contract management
- Management of administration for non-waste revenue streams such as LGC's, power and ACCUs

Customer Service and Account Management

Day-to-day management of customer interactions via the appropriate channels including phone calls, emails, face to face contact, and site visits. Interactions will include, but are not limited to:

- Customer engagement relating to account information, billing, changes to services, contamination, and general ongoing engagement
- Account and billing administration management for waste customer accounts
- Where necessary adjust and/or refund ReWaste related charges
- Credit Debt Management of overdue accounts
- Liaison with facility operations teams regarding customer accounts and interactions
- Implementation of the feedstock risk assessment process to ensure feedstock quality

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- Management of customer weekly, monthly and annual weighbridge reports
- Management of customer newsletter

Commercial Activities

Provide support to the Manager Waste to Energy Services in the development and implementation of the commercial strategy and digestate commercialisation strategy to maximise revenue generation for our two waste to energy facilities including but not limited to:

- Supporting the implementation of the pricing mechanism
- Supporting the management of a commercial pipeline
- Identifying and investigating new lead opportunities
- Supporting analysis of the Melbourne region organics recycling market
- Managing the development of commercial media such as customer flyers, presentations etc
- Participating in relevant industry group activities and events
- Analysing existing sales trends and data
- Supporting in the development and implementation of the WTE Commercial Strategy
- Management of customer site inspections and WTE Facility tours
- Management of grant funding opportunities for waste to energy
- Stakeholder engagement with external stakeholders such as industry and government
- Support in the financial reporting for revenue streams

Technical Support

- Writing technical reports summarising or identifying trends in data for areas such as but not limited to feedstocks, power data, digestate, environmental data
- Research into relevant scientific areas such as organics markets, digestate, feedstocks, circular economy and the broader bioenergy sector
- Support in the management of operational data such as waste tonnages, power production, LGC calculations and biogas figures
- Presenting technical topics at industry forums and in the preparation of grant funding or awards/recognition submissions
- Management of manuals, plans and procedures relating to all waste to energy activities such as Waste to Energy Waste Acceptance Manual, Records and Reporting Procedure and Billing Manual

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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
Demonstrated customer service experience	High	1-3
Business development and commercial experience	Medium	1-3
Stakeholder engagement	Medium	1-3
Communication (written and verbal)	High	1-3
Technical report writing	Low	1+
Computer proficiency (Microsoft office)	Medium	1+
Technical data analysis	High	1-3
Waste, waste water, food production or bioenergy	Medium	1-3
Financial reporting	Low	1+
Procurement & contracts	Medium	1-3
Safety	Medium	1-3
Time Management	High	1-3

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

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....)
Bachelor of Science (environmental or similar)	High	Certificate	No	NA

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

Personal Attributes	Commercial acumen Resilient Flexible Adaptable Customer focused Pragmatic Dependable
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3D. WHAT ARE THE KEY PHYSICAL, PSYCHOLOGICAL OR ENVIRONMENTAL REQUIREMENTS OF THE ROLE?

Key requirements

- Ability to work autonomously and manage workload and time as customer service activities are often unscheduled and must be prioritised within schedule
- Hybrid working conditions requiring time in the office, visits to waste to energy facilities and external stakeholder sites, attendance to industry events and conferences
- Ability to manage interactions with irate customers and stakeholders
- Ability to negotiate commercial terms