

JOB PROFILE FORM



Please note: This form has been updated to reflect the format required to enter this information into PEEPS. If positions have been mapped using the old form they can remain in that format, however, for any new job profiles please use this form.

1. JOB DETAILS

WAP (Admin ONLY):

Position Title: Service Interactions Consultant

Team / Division / Group: Service Interactions / Service Response / Distribution Services

Reports to (Name / Title): Team Leader – Service Interactions

Person Completing Form: [Click here to enter text.](#)

Date of Completion: August 2018

2. WHAT DOES THIS JOB DO?

Job Purpose:

To enable sustainable and accurate resolution of customers' enquiries relating to issues with water and sewerage.

Responsibilities (20 dot points or less):

Manage fault related enquiries via inbound & outbound phone calls, email, LiveChat and SMS.

- Providing high levels of service in line with the Customer Stand
- Maintaining high standards of communication, both written and verbal
- Tailoring interactions to individual customer needs
- Ask appropriate questions to understand the fault, capture the correct information and log correctly
- Appropriately managing customer expectations
- Managing customer interactions in a manner that is mindful of our time and customers' time
- Working effectively with internal customers and stakeholders
- Using systems and resources accurately, effectively and efficiently
- Make smart and timely escalation decisions about issues which pose a risk to safety, property or asset damage or reputational risk.
- Actively contributing to the team performance and culture

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3. WHAT ATTRIBUTES ARE REQUIRED TO UNDERTAKE THIS JOB?

3A. WHAT CAPABILITIES ARE REQUIRED TO UNDERTAKE THIS JOB?

Step 1: Where a capability applies to this job, tick the checkbox

Step 2: Mark X in the applicable proficiency column for the capability

* ALL Core and Safety capabilities are mandatory

Unsure of a particular proficiency level? Select the level that best describes your expectations, and add comments.

1 – Foundation | **2 – Intermediate** | **3 – Proficient** | **4 – Advanced**

Core / Behavioural		1	2	3	4	Comments
<input checked="" type="checkbox"/>	Achieve*	x				
<input checked="" type="checkbox"/>	Relate*		x			
<input checked="" type="checkbox"/>	Inquire*	x				
<input checked="" type="checkbox"/>	Adapt*	x				

Common Professional		1	2	3	4	Comments
<input checked="" type="checkbox"/>	Safety*	x				
<input type="checkbox"/>	Contract Management					
<input checked="" type="checkbox"/>	Risk Management	x				
<input checked="" type="checkbox"/>	Continuous Improvement & Innovation	x				
<input type="checkbox"/>	Work / Project Management					
<input type="checkbox"/>	Stakeholder Management					
<input checked="" type="checkbox"/>	Written & Verbal Communication		x			
<input checked="" type="checkbox"/>	Leadership	x				
<input type="checkbox"/>	Develop & Coach					
<input checked="" type="checkbox"/>	Problem Solving	x				
<input checked="" type="checkbox"/>	Customer Service	x				
<input checked="" type="checkbox"/>	Financial Management	x				

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Service Experience		1	2	3	4	Comments
<input checked="" type="checkbox"/>	Service Experience – Customer Engagement		x			
<input checked="" type="checkbox"/>	Service Experience – Discover Customer Needs		x			
<input checked="" type="checkbox"/>	Service Experience – Determine & Present Solutions		x			
<input checked="" type="checkbox"/>	Service Experience – Influence & Negotiation		x			
<input checked="" type="checkbox"/>	Service Experience – Self-Awareness & Regulation		x			

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
Minimum of one year in Customer Care Consultant role, where role expectations have been consistently met.	Intermediate	1	
Minimum two years' professional experience with windows based computer skills (essential)	Intermediate	2	

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

Personal Attributes	<p>Excellent verbal and written communication skills</p> <p>Sound business judgement and decision-making ability</p> <p>Ability to work in a high-pressure environment</p> <p>Ability to understand technical information, such as mapping and asset management systems</p>
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2020 STRATEGY

- CORE / BEHAVIOURAL
- COMMON PROFESSIONAL
- TECHNICAL / FUNCTIONAL
- PEOPLE MANAGEMENT

	<p>Good working knowledge of the geographical areas Yarra Valley Water provides services to</p> <p>Ability to learn new computer systems quickly</p>
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4. 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.

	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				
Certificate IV in Customer Engagement or equivalent	Desirable			
Licenses/Tickets				
Training				
Other (incl. on-the-job, secondments, etc.)				

5. 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)	Customer Care Consultant - Core
Role after (Name, Team, Division)	Customer Care Specialist – High Bill & Escalations, Customer Care Specialist – Property & Metering, Claims Officer, Case Management Officer

7. CHECKPOINT

Through the job mapping process, has there been a significant change to the intent or level of responsibility for the job?	No	Comments:
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