

# Join our team

**Customer Care Specialist – Customer Support**  
**Full time permanent**

Position Description



# About us

We provide services to more than 69,000 households and businesses across 43 towns, comprising a diverse, complex, and geographically dispersed asset base, with over 375 team members across eight departments.



## So why choose us?

We exist to deliver reliable, high-quality water, wastewater and waste recovery services to ensure the economy and liveability of the central Gippsland region.

Our region is diverse which presents many challenges, and we play an important role in its ongoing stability and transition.

We're continuing to focus on:

- maintaining quality water and wastewater services for our customers at an affordable price
- our sustainable future and the future of the region, and
- the role we play in the future.

## Our people

Our strategic priorities provide the direction and insight into how we will deliver on our vision, highlighting that our people play an integral role in our ability to achieve successful outcomes for our customers and the community.

We're committed to building a diverse and inclusive workplace and strongly encourage applications from experienced women and men, people with disabilities, LGBTIQ+, ATSI, culturally and ethnically diverse candidates to best represent and engage with communities we live and work in.

## Our achievements

With a clear strategy, strong leadership and driving accountability in a consistent way across the business we've been able to drive a positive and constructive culture shift, and a sustained increase to employee engagement.

## Our values

We take pride in partnering with the community in providing quality water and waste services so we can enjoy a healthy and sustainable Gippsland for generations to come.

Our values are:

- Safety and wellbeing
- Customer focussed
- Innovation
- Accountability
- Collaboration
- Integrity & Respect

## What we have to offer

We are growing, innovative and committed to ensuring that Gippsland Water remains a great place to work. We do this by offering a flexible and stimulating workplace and investing in our people to enable us to adapt to the changing needs of our region.

But that's not all - it's also about freedom. We support our people to achieve their potential by providing the freedom to learn, explore and be true to their passion.

## Interested to find out more?

For more information about our career opportunities and what we can offer you, please visit [www.gippswater.com.au/careers](http://www.gippswater.com.au/careers)

## POSITION DETAILS

|                 |                                             |
|-----------------|---------------------------------------------|
| Position Title  | Customer Care Specialist – Customer Support |
| Department      | People and Customer                         |
| Reports to      | Customer Care Team Leader                   |
| Direct Reports  | Nil                                         |
| Location        | Traralgon                                   |
| Employment Type | Full-time                                   |
| Band            | 3                                           |

## PURPOSE OF THE ROLE

The Customer Care Specialist - Customer Support supports the Customer Care team to deliver customer support services by coordinating customer assistance initiatives, increasing community awareness of support programs and promoting early engagement with customers experiencing vulnerability or payment difficulty. The role provides specialist expertise in customer support, payment difficulty, family violence and complex customer matters, while ensuring Gippsland Water meets its obligations in relation to family violence training and awareness for relevant stakeholders. Through community engagement, specialist advice, collaboration with external agencies and the continuous improvement of customer support initiatives, the role contributes to positive customer outcomes, improved access to support services, and balanced affordability and debt recovery outcomes.

## KEY ACCOUNTABILITIES

The role is responsible for the following core accountabilities:

- Coordinate and continuously improve customer support programs and assistance initiatives that increase awareness, accessibility and participation, supporting positive customer and community outcomes.
- Coordinate Customer Care team participation in community events, outreach activities and engagement opportunities that raise awareness of Gippsland Water's support services, affordability assistance and customer care programs.
- Provide specialist advice, coaching and guidance to Customer Care team members on customer vulnerability, payment difficulty, family violence, debt management and complex customer matters to support consistent, compliant and customer-focused service delivery.
- Coach, mentor and support the ongoing development of Customer Care team members through knowledge sharing, capability building, feedback and training

activities that strengthen customer service, complaint resolution and debt management outcomes.

- Coordinate family violence training, awareness initiatives and supporting resources to assist Gippsland Water to meet its obligations and promote an informed and responsive approach to customers experiencing family violence.
- Support customers experiencing payment difficulty, vulnerability or family violence by assessing individual circumstances, identifying appropriate assistance pathways and facilitating sustainable support arrangements and customer outcomes.
- Manage a designated portfolio of customer accounts and debtors, undertaking proactive engagement, account reviews and customer support interventions to minimise debt escalation, improve payment outcomes and support sustainable customer arrangements.
- Investigate, manage and resolve complex customer complaints and escalated customer matters, including regulatory complaints, within required timeframes and in accordance with organisational and legislative requirements.
- Support debt recovery outcomes through direct management of an assigned debtor portfolio, proactive customer engagement, account reviews and tailored customer management strategies that appropriately balance Gippsland Water's financial requirements with customer affordability and capacity to pay.
- Develop and maintain effective relationships with external agencies, community organisations and support services to improve customer access to assistance, strengthen referral pathways and support positive customer outcomes.
- Monitor, analyse and report on customer support, affordability, complaint and debt recovery activities, including portfolio performance, identifying trends, risks and opportunities to improve customer outcomes, compliance and operational effectiveness.
- Develop, review and improve customer support, affordability and debt recovery processes, procedures and work practices that support compliance, consistency and continuous improvement.
- Contribute to workforce capability and operational excellence by identifying development opportunities, supporting onboarding activities and fostering a culture of continuous learning, accountability and customer-centric service delivery.

## SKILLS, KNOWLEDGE AND EXPERIENCE

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### Essential

- Demonstrated experience supporting customers experiencing payment difficulty, vulnerability or family violence.
- Experience developing, coordinating or improving customer support, affordability assistance or community support initiatives.
- Experience coordinating stakeholder engagement, community outreach activities or awareness programs.

- Demonstrated ability to establish and maintain productive relationships with external agencies, community organisations and support services.
- Experience investigating and resolving complex customer complaints and escalated customer matters.
- Strong analytical skills, including the ability to interpret data, identify trends and provide practical recommendations.
- Highly developed verbal and written communication skills, including negotiation, influencing and conflict resolution skills.
- Ability to provide specialist advice, coaching and guidance to colleagues on complex customer situations.
- Demonstrated ability to balance customer needs, affordability considerations and organisational requirements when making recommendations or decisions.
- Experience coordinating organisational training, awareness initiatives or capability-building activities.

#### Desirable

- Experience within the water, utilities, energy or other regulated service sectors.
- Experience managing or responding to Energy and Water Ombudsman Victoria (EWOV) complaints.
- Knowledge of customer management, billing and reporting systems.
- Understanding of customer vulnerability frameworks, hardship programs and support services.

## QUALIFICATIONS AND MANDATORY REQUIREMENTS

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#### Essential

- Relevant experience in customer care, community support, payment support, complaints management, social support programs or related discipline.

#### Desirable

- Qualifications in community services, social sciences, business, customer service or a related field.

#### Mandatory Requirements

- Police check

## HOW PERFORMANCE IS MEASURED

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Performance in this role is measured through:

- Successful coordination and delivery of customer support initiatives and community engagement activities.
- Increased awareness and uptake of customer support programs and assistance

options.

- Positive outcomes for customers experiencing hardship, vulnerability or family violence.
- Effective coordination of family violence training and awareness obligations.
- Timely and effective resolution of complex customer enquiries and complaints.
- Effective support and specialist advice provided to Customer Care team members and leaders.
- Delivery of accurate reporting, insights and recommendations.
- Positive feedback from customers, community partners and stakeholders.
- Achievement of agreed Customer Care and organisational outcomes.



Gippsland  
Water