Gippsland Water

Join our team

Customer Services Trainee
Full time temporary (18 month traineeship)

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 400 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 commited 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

Gippsland Water

POSITION DESCRIPTION

Customer Services Trainee

Date reviewed: November 2026

POSITION DETAILS

Position Title	Customer Services Trainee
Department	People and Customer
Reports to	**Customer Experience Team Leader**
Direct Reports	Nil
Location	Traralgon
Employment Type	Full-time
Band	Trainee

PURPOSE OF THE ROLE

The Customer Services Trainee supports the delivery of a positive customer experience by providing responsive and professional customer service across the Customer Services team. As a developmental role, the Customer Services Trainee gains practical experience across reception, Customer Care and Revenue functions while assisting with the accurate and timely resolution of customer enquiries and day-to-day customer service activities.

The role contributes to positive customer outcomes and trust in Gippsland Water by providing a helpful and consistent first point of contact for customers.

KEY RESPONSIBILITIES

- Provide responsive and professional customer service to internal and external customers, including face-to-face and telephone enquiries and complaints, working to resolve matters at the first point of contact wherever possible.
- Maintain accurate and timely customer information and communications by processing incoming and outgoing correspondence and updating customer records in accordance with established procedures.
- Support the effective operation of reception and contact centre functions by working flexibly across the Customer Services team and responding to changing workloads and customer requirements.
- Follow established operational and safety procedures, including Lone Worker processes and monitoring and responding to SCADA alarms, to support staff safety and the timely escalation of potential service interruptions.
- Undertake customer payment and banking activities in accordance with established procedures, including processing bank files, EFT payments, cheque receipts and

associated banking activities.

- Identify and escalate customer and operational matters appropriately where issues cannot be resolved within established procedures or require specialist or leadership support.
- Contribute to team and organisational service objectives, including relevant customer service targets and KPIs, and participate in continuous improvement activities that improve customer outcomes, efficiency and service delivery.

SKILLS, KNOWLEDGE AND EXPERIENCE

Essential

- Commitment to providing strong customer service and resolving customer enquiries and complaints professionally.
- Ability to read, understand and apply established policies, procedures and work instructions.
- Effective written and verbal communication skills.
- Ability to communicate respectfully and effectively with customers with a range of needs and circumstances, including customers experiencing difficulty paying their accounts.
- Demonstrated ability to use computer-based technology effectively.
- Demonstrated ability and willingness to learn and adapt to new responsibilities.
- Effective interpersonal skills and the ability to work with people across different levels of the organisation.
- Ability to work collaboratively as part of a flexible, multi-skilled team to achieve common objectives.
- Ability to handle customer information sensitively and maintain privacy and confidentiality.

QUALIFICATIONS AND MANDATORY REQUIREMENTS

Essential

- Successful completion of Year 12 or an equivalent qualification.
- Commitment to satisfactorily completing a Certificate III in Business.

Mandatory requirements

- Hold and maintain a current Victorian Driver's Licence.

HOW PERFORMANCE IS MEASURED

Success in this role may be demonstrated through:

- Responsive, professional and customer-focused handling of enquiries and

complaints.

- Accurate and timely completion of customer records, communications and administrative activities.
- Compliance with relevant procedures, including customer service, banking, privacy, safety and escalation requirements.
- Effective contribution to reception, contact centre and broader Customer Services team requirements.
- Achievement of relevant customer service targets and KPIs.
- Appropriate and timely escalation of issues outside established procedures or the role's level of responsibility.
- Demonstrated learning and development across Customer Services functions and satisfactory progress toward the required Certificate III in Business.
- Contribution to continuous improvement and positive customer outcomes.



Gippsland Water