

Position Description

Position Title	Customer Service Officer (Accounts and Billing)
Job Level	Level 2/3
Business Area	Financial Services
Department	Accounts and Billing
Industrial Instrument	Aqwest Enterprise Agreement 2022
Responsible to	Senior Customer Service Officer
Supervision of	Nil
Primary Location	2 Hayes Street, Bunbury WA 6230

Vision

To be an independent, viable, and competitive water utility in the Western Australian water industry.

Values

 Accountability	 Integrity	 Respect	 Transparency
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Position Overview

Reporting to the Senior Customer Service Officer, the Customer Service Officer assists in the development of efficient and effective customer experiences that make Aqwest to be a customer centric organisation. Be that helping customers to manage or reduce their bills or proactively resolve customer account enquiries and complaints. The role will include providing quality customer service and being the friendly face for visitors and customers.

Corporate Responsibilities

Workplace Health & Safety	The employee shall take reasonable care: a) To ensure his or her own safety and health at work; and b) To avoid adversely affecting the safety and health of any other person through any act or omission at work. The employee shall: a) Comply with all Aqwest policies and procedures; and b) Wear and maintain in suitable condition all personal protective clothing and equipment provided by Aqwest.
Code of Conduct	All employees are responsible for adhering to Aqwest's Code of Conduct and the policies and procedures.
Records Compliance Statement	Aqwest staff are legally obliged to follow Aqwest's procedures in accordance with Aqwest's Record Keeping Plan and the <i>State Records Act 2000</i> .

Key Responsibilities

Customer Service

- Front desk reception. A professional and friendly first point of contact for visitors and customers.
- Provide excellent customer service via various methods, including face to face, email and phone.
- Answer a range of detailed queries regarding water accounts and billing.
- Respond to customer enquiries within defined performance targets.
- Record customer information and interactions utilising Aqwest's systems.
- Ensure customer complaints are acknowledged and managed as per the Water Services Code of Conduct.

Customer Service Administration

- Maintain and process customer records and registers within Aqwest systems.
- Generate account report information for owners, settlement agents or real estate agents.
- Assist with the processing of vacate reads and water billing.
- Prepare and distribute standard communications to customers such as overdue notices.
- Provide support to the Accounts and Billing team including debtor management.

Stakeholders

- Oversee the onboarding and offboarding of visitors to the Aqwest office.
- Foster good communication across the Operations team and the Accounts and Billing team.
- Collaborate with key external stakeholders such as settlement agents, City of Bunbury, and the Water Corporation.

Compliance

- Develop and document business processes and procedures to maintain and strengthen internal controls for the team.
- Stay current with regulatory changes and be involved with updating of policies and procedures to reflect any changes required.

The duties contained in this Position Description are to be used as a guide for the position.

Qualifications/Certificates/Licences

- C Class Driver's Licence.

Selection Criteria

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capability to transfer their knowledge and skills to achieving the outcomes of this position.

Essential

- Demonstrated ability to provide exceptional customer service to both internal and external customers.
- Exceptional communication skills and a personable, approachable team player attitude.
- Well-developed skills in managing time, setting priorities, planning, and organising workload.
- Developed computer literacy.
- Sound conflict resolution skills.

Desirable

- Working knowledge of a CRM or system database.
- Experience dealing working under the *Water Corporations Act 1995* and *Water Services Act 2012*.

Revision History

Version	Date Released	Description of Changes	Author	Authorised By
1.0	29/03/2022	Updated position title and complete review of PD	GMFS	GMFS
2.0	15/01/2024	Logo updated	PCC	GMFS
3.0	05/09/2024	Reporting line change	PCC	GMFS
4.0	21/01/2025	Formatting changes	PCC	GMFS
4.1	12/05/2025	Reviewed with no changes	PCC/CSC	