

**Position Description**

<b>POSITION TITLE:</b> Trainee Technical Officer - Rural Customers	<b>REPORTS TO:</b> Team Leader Rural Customers
<b>Pay Band:</b> National Training Wage	
<b>ORGANISATIONAL CONTEXT</b>	
<p>Lower Murray Water (LMW) operates along the Murray River, from Kerang to the South Australian border, in the municipalities of Gannawarra, Swan Hill and Mildura. We provide this extensive region with urban water and sewerage treatment, supply and disposal; river quality water for stock and irrigation; and collection and disposal of subsurface irrigation drainage. Our goal is to contribute to the economic, social and cultural development of our region and its many communities with environmentally responsible and sustainable water management.</p>	
<b>PRIMARY OBJECTIVES</b>	
<p>As the Trainee Technical Officer - Rural Customers, you will work as part of the customer team and learn all facets of the effective and efficient delivery of Customer Service, Water Licencing &amp; entitlements, Trading and Technical functions. You will support Lower Murray Water (LMW) to ensure effective customer service standards are achieved and maintained for LMW Rural customers whilst supporting continuous improvement in customer programs and processes.</p>	

KEY ACCOUNTABILITIES		
KEY RESULT AREA	MAJOR ACTIVITIES	PERFORMANCE INDICATORS
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Support and learn timely preparation, lodgement and processing of customer applications in the Victorian Water Register</li> <li>• Support and learn Land and water licencing &amp; entitlements processes and requirements</li> <li>• Support and learn technical processes for rural customer services</li> <li>• Learn and support general customer service functions</li> <li>• Promotion of a culture that encourages risk discussions by integrating Risk Management into normal business practices</li> </ul>	<ul style="list-style-type: none"> <li>• Positive stakeholder feedback received during 360 feedback</li> <li>• Pulse check feedback reflects consistent experiences for all staff</li> <li>• Increased knowledge of relevant legislation and processes over the term of traineeship</li> <li>• Administrative support &amp; Water Register processing completed in agreed timeframes</li> <li>• Achievement of agreed performance and development activities in annual plan</li> </ul>
<b>Customer</b>	<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• Customer Team</li> <li>• Metering &amp; Irrigation Ops Team</li> <li>• Land development Team</li> <li>• People Team</li> <li>• Environmental Team</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Customers</li> <li>• Solicitors &amp; Conveyancers</li> <li>• Real Estate Agents</li> <li>• Government Agencies</li> <li>• Service Authorities</li> <li>• Other stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring a consistent experience for all stakeholders which will be demonstrated by feedback received</li> <li>• Active participation in team meetings and providing open, regular communication and updates on business as usual activities, projects updates and other opportunities.</li> </ul>

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<b>Safety</b>	<ul style="list-style-type: none"> <li>• Active participation in safety meetings, training and other requirements determined by the LMW's OH&amp;S management system.</li> <li>• Support the safety-first culture in the organisation.</li> <li>• Participate in LMW safety activities and initiatives.</li> <li>• Contribute to LMW providing a safe workplace that is free of harm from all forms of bullying, harassment and discrimination.</li> <li>• Investigate all hazards / incidents / injuries within areas of responsibility.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with OH&amp;S Policy and participate in the delivery of the 4C Safety Strategy.</li> <li>• Demonstrate behaviours that promote safe work practices and respect for all employees.</li> <li>• Work behaviours promote safe work practices and respect for all staff members.</li> <li>• Completion of mandatory safety surveys, training and awareness.</li> </ul>
<b>Efficiency</b>	<ul style="list-style-type: none"> <li>• Support team members to liaise with customers and members of the public to resolve enquiries.</li> <li>• Learn and provide quality information and services face-to-face, over the telephone and email to internal and external customers.</li> <li>• Learn and assist with processing requirements for customers in the Victorian water register and other business systems.</li> <li>• Assist staff from other departments to resolve customer issues and maintenance requests.</li> <li>• Process, complete and record requests and monitor compliance in line with customer service standards.</li> </ul>	<ul style="list-style-type: none"> <li>• Meet all processing requirements &amp; timeframes set</li> <li>• Accurate processing with low frequency of errors.</li> <li>• Provide the required reports for both Internal and External customers on time to the quality required</li> <li>• New processes and procedures are developed with strong engagement from stakeholders</li> <li>• Stakeholder engagement feedback is positive for support functions</li> </ul>

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Capital	<ul style="list-style-type: none"> <li>• Learn and adhere to LMW's Policies, Procedures and Customer Charter(s) to ensure compliance with obligations.</li> <li>• Learn and adhere to ESC Customer Code's to ensure compliance with obligations.</li> <li>• Learn and adhere to Ministers Policies as a delegated position under s306 of the Water Act 1989.</li> </ul>	<ul style="list-style-type: none"> <li>• Gain extensive knowledge to LMW and ESC Policies, Guidelines and Codes.</li> </ul>

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<b>LEVEL OF AUTHORITY</b>
Delegation Category <b>NIL</b> as per the current Instrument of Delegation.
<b>NUMBER OF REPORTS</b>
Direct Reports: Nil Indirect Reports: Nil
<b>SKILLS AND BACKGROUND REQUIREMENTS</b>
<p><b>Formal qualifications</b></p> <ul style="list-style-type: none"> <li>The willingness to undertake a Cert III or IV qualification in a related industry or government field</li> </ul> <p><b>Leadership:</b></p> <ul style="list-style-type: none"> <li>Positive attitude and genuine interest in working with rural customers</li> <li>Ability to work independently and as part of a small team, be solution and results focused</li> </ul> <p><b>Customer:</b></p> <ul style="list-style-type: none"> <li>Genuine desire to work in a customer focused environment and develop strong stakeholder management skills</li> <li>Open communication style and the ability to create trust and confidence with internal and external customers</li> <li>Liaise with external organisations and attend industry advisory and relevant information sessions</li> </ul> <p><b>Safety:</b></p> <ul style="list-style-type: none"> <li>Passion for learning and implementing OHS systems and practices</li> <li>Willingness to learn OH&amp;S regulations, policies and procedures</li> </ul> <p><b>Efficiency:</b></p> <ul style="list-style-type: none"> <li>Demonstrated drive to question status quo and learn from others</li> <li>Demonstrated ability to prioritise workload effectively and within timeframes</li> <li>Intermediate skills Microsoft Office Suite</li> </ul>

**Compliance Requirements:**

- Driver's licence or plans to obtain one
- Compliance with a criminal background checks where required
- Medical/Fit for work assessment

**SIGNATURES:** We certify that the content of this position description is accurate:

Position holder:	Date:	Signature:
General Manager:	Date:	Signature:
Managing Director:	Date:	Signature: