

# Customer and Industry Project Officer

- Full-time position on a 3 year contract
- Sydney based
- Engage with representatives from across the Australian water sector
- Benefit the water industry and their customers through improved customer experience solutions
- Develop a strong understanding of contemporary issues that affect the water sector

## 1. INTRODUCTION

The Water Services Association of Australia (WSAA) is the peak body of the Australian urban water industry. Its members provide water and wastewater services to over 20 million customers in Australia and New Zealand and many of Australia's largest industrial and commercial enterprises.

WSAA provides a forum to discuss issues of importance to the urban water industry and, where appropriate, is a focal point for communicating the industry's views. It facilitates cooperation to improve the industry's productivity. WSAA also supports urban water service providers in meeting community expectations in relation to the environment, sustainability and public health in a cost-effective manner.

WSAA's vision is for Australian urban water utilities to be valued as leaders in the innovative, sustainable and cost effective delivery of water services. WSAA strives to achieve this vision by promoting knowledge sharing, networking and cooperation amongst its members. WSAA identifies emerging issues and develops industry-wide responses and is the national voice of the urban water industry, speaking to government, the broader water sector and the Australian community.

WSAA serves its members by:

- Promoting knowledge sharing, networking and cooperation for the benefit of the urban water industry;
- Identifying emerging issues of importance to the urban water industry and developing strategic responses;
- Developing industry-wide approaches to national water policy issues;
- Being the voice of the urban water industry at the national level;
- Facilitating strategic standardisation, industry performance monitoring and benchmarking;
- Delivering projects and research outcomes of national significance;
- Providing information and communicating in a timely and effective manner.



## 2. THE POSITION

Customer centricity is the highest priority for water utilities around the country. Organisations are transforming to place customers at the heart of every aspect of their business. Customer experience is a rapidly evolving area for the urban water industry and this position will involve working closely with some of the most knowledgeable, dynamic and passionate people in this field.

The Customer and Industry Project Officer is a mid-level position within WSAA reporting to the Manager, Customer and Community. This is an important support role within the organisation involving member liaison, managing projects and data analysis. The successful applicant will be expected to:

- Coordinate and manage projects, under guidance, developed by the Customer and Community Network, and potentially the Financial Sustainability and Regulation Network. This involves supporting the various project steering groups by completing relevant project tasks and acting as a liaison with any consultants who have been engaged
- Engage with WSAA members on a regular basis (particularly by phone or face to face) to develop support for new initiatives, collect data and information for projects, understand member requirements, provide regular project status updates and resolve member enquiries.
- Plan and deliver workshops and meetings including development of the agenda, preparing papers, organising presentations, running discussion sessions and writing up actions and outcomes.
- Manage the communication via the WSAA portal for the networks that report to the Customer and Industry Leadership Committee.
- Actively contribute to knowledge transfer within WSAA and to WSAA members;
- Keep informed of Customer research developments and practices within the water industry and other relevant industries and build relationships across these areas to ensure WSAA knowledge and practices remain contemporary.

## 3. PROFESSIONAL REQUIREMENTS

The Customer and Industry Project Officer requires the following:

- A tertiary qualification in communications, business, science or related discipline
- Demonstrated ability to engage with people, understand their needs and requirements and deliver outcomes that meet those requirements;
- Demonstrated ability to achieve outcomes in a timely manner through influencing others without direct authority;
- Experience in managing and delivering projects;
- Ability to coordinate multidisciplinary teams;
- Strong, presentation, verbal and written communication skills;
- The ability to work with minimal supervision; and

## 4. PERSONAL QUALITIES

The Customer and Industry Project Officer should have:

- A high level of respect and integrity;
- A positive attitude, initiative and enthusiasm;
- Confidence and a high level of self-motivation;
- A strong customer service focus;
- Good people skills;



- Excellent listening skills; and
- A genuine interest in the development of the water industry.

## **5. QUALIFICATIONS**

Appropriate tertiary qualifications, such as a Degree level qualification or above in Communications, Business, Applied Science or related field.

## **6. EXPERIENCE**

- 2 - 5 years' experience in water or a related industry;
- Experience in coordinating and working with a team to deliver an outcome;
- Data analysis skills using Excel;
- Experience in managing projects and delivering tasks within a specified time and budget;
- Knowledge of the water industry is preferred but not essential.

## **7. TERMS OF APPOINTMENT**

This is a full-time 3 year contract position pending the completion of a successful 6 month probationary period. The position will be based at the WSAA offices in the Sydney CBD. Some travel within Australia will be required.