

# Position Description

<b>Position title:</b>	Engagement & Quality Officer
<b>Reports to:</b>	Engagement & Quality Team Leader
<b>Business unit:</b>	Service Delivery and Vegetation Management
<b>Employment category:</b>	Contract (Employment Agreement) or Enterprise Agreement and pay point 14-18

## About CitiPower and Powercor

As electricity distribution companies we provide safe, reliable and affordable power to 1.9 million Victorian customers. We use our network of poles, wires and infrastructure to bring power to homes and businesses across almost 65% of Victoria — that's more than 120,000 kilometres of wires and 850,000 poles.

But we do so much more than manage poles and wires. We're also the gateway to a clean energy future, dedicated to finding solutions and harnessing new technology to benefit our customers, communities and the environment. This includes industry leading projects in community batteries, demand management, smart charging for electric vehicles (EVs) and microgrids.

And as more customers choose solar, batteries, EVs and smart appliances — the electricity system is becoming increasingly complex, and so too is the level of innovation required to manage it.

## About the Service Delivery & Vegetation Management team you'll be part of

The Service Delivery & Vegetation Management team operates the network and delivers the capital and operational programs to deliver outstanding service across United Energy's electricity distribution network. The team focus on ensuring the supply of safe, innovative, efficient and reliable electricity for customers. Services are delivered in the areas of 24/7 network operations, field delivery, design, engineering, vegetation management, resource management and customer projects.

## Our core values



**Live safely**



**Improve our business**



**Be customer and community minded**



**Be the best you can be**



**Succeed together**

## Purpose of the position

The role will carry out vegetation customer consultation and quality assessment of contractor cutting and inspection activities required for the CitiPower, Powercor and United Energy distribution networks. These activities primarily relate to establishment and maintenance of electric line clearance.

The role will also conduct HS&E audit checks on contractors.

## Your key responsibilities

### Contractor quality and compliance

- Undertake patrols and inspections to assess and monitor vegetation compliance
- Undertake weekly quality audits of inspection and cutting contractors

### Customer negotiations

- Conduct vegetation negotiations and resolve customer complaints where required
- Ensure negotiations are conducted in a manner that meets the Vegetation program strategic outcomes
- Effectively manage stakeholder expectations regarding vegetation clearance and quality

### Health, Safety and Environment

- Consistently ensure safe working processes and procedures are followed to enable a safe working environment
- Diligently report hazards, near misses and improvements to ensure the team and broader business are kept abreast of emerging issues
- Undertake job behavioural and HSE audits
- Undertake and support HSE investigations and outworking's of learnings

### Continuous Improvement

- Provide input to improvement programs and related initiatives
- Identify and promote improvement opportunities including adopting new technologies and data analytics
- Contribute to a work place culture that is focused on work place improvement and delivering best practice services that meet business goals.

### Self-motivation and working as a team

- Consistently work autonomously around various parts of the networks to deliver the expectations of the arborist assessment program
- Provide clear and concise technical advice related to tree health and other arboriculture matters
- Collaborate where required with other local vegetation management team members, the broader vegetation management team and the rest of the business

## What you'll bring to the business

### Education / Qualifications:

- A tertiary qualification in Arboriculture, Horticulture or Environmental Science or equivalent (Preferred), or significant industry experience
- Current and valid car drivers' licence (mandatory)

### Knowledge:

- Strong understanding of industry safety requirements, particularly in lone working scenarios
- Knowledge of the electricity distribution industry an advantage
- Ability to deliver clear and concise communication (verbal and written).
- Strong interpersonal skills, including the ability to work across the organisation and interact / influence / negotiate effectively with stakeholders, customers and with peers
- Sound knowledge of computer systems and programs including Microsoft Office

### Experience:

- Proven experience in a customer facing Vegetation Management role
- Previous experience communicating with and negotiating business outcomes with customers
- Previous experience working in the Electrical Supply Industry is advantageous
- Previous experience in a field operational role
- Proven experience working on high volume and geographically dispersed programs is advantageous
- Experience utilising safety protocols, PPE requirements, and emergency response procedures

## The skills and competencies you'll have

### 'Thought' competencies (select 1-3 most important)

1. Customer focus: Building strong customer relationships and delivering customer-centric solutions
2. Decision Quality: Considers various points and uses good judgement to make decisions and recommendations, knowing when to act or escalate
3. Business insight: Applying knowledge of business and the marketplace to advance the organisation's goals

### 'Result' competencies (select 1-3 most important)

1. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
2. Resourcefulness: Securing and deploying resources effectively and efficiently
3. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement

### 'People' competencies (select 1-3 most important)

1. Communicates effectively: Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences
2. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
3. Manages conflict: Handling conflict situations effectively, with a minimum of noise

### 'Self' competencies (select 1-3 most important)

1. Situational adaptability: Adapting approach and demeanour in real time to match the shifting demands of

different situations

2. Being resilient: Rebounding from setbacks and adversity when facing difficult situations
3. Manages ambiguity: Operating effectively, even when things are not certain or the way forward is not clear

## **Other relevant information**

- A pre-employment medical / physical assessment may be required
- Availability duty may be required
- Travel to other work locations / sites will be required