

Position Description

Position title:	Customer Requests Team Leader
Reports to:	Manager Customer Requests
Business unit:	Corporate Affairs, Customer and Strategy Group
Employment category:	Enterprise Agreement (Technical Grade 6)

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 Corporate Affairs, Strategy and Customer Group team you'll be part of

The Corporate Affairs, Customer and Strategy Group team collaboratively support the key programs of work underpinning our organisational vision and priorities. The team specialise in delivering strategic initiatives and operational improvements that enhance our customer experience, drive stakeholder engagement and uphold the reputation of our three distribution networks through a diverse range of functions including customer connections and service, internal and external communications, stakeholder management, media relations, marketing, brand, digital innovation, change management.

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 Customer Requests team are responsible for managing pre-offer customer-initiated augmentation tasks and the coordination of minor customer projects in line with business policies, procedures and regulatory obligations. The Customer Requests Team Leader will provide effective front-line leadership of customer service and technical staff to efficiently manage the delivery of customer requests processes, employee satisfaction and deliver exceptional customer service.

Your key responsibilities

Team Leadership

- Enable and encourage others to participate in decision making whilst considering broader business agenda and objectives
- Contribute to and implement plans that ensure overall capabilities of the team to enable delivery of assigned project activities/services as required
- Contribute to and implement plans that build team morale, employee engagement and generate commitment to and understanding of company vision and strategy
- Contribute to and implement plans that result in a positive commercial and customer centric culture
- Ensure key performance indicators are aligned with regulation key performance measures and that policies and procedures comply with regulated codes, processes and licences.

People and Performance Management

- Establish and monitor individual and team KPIs/goals that align with the business unit and corporate targets
- Engagement: develop and implement plan of action to continually improve engagement/ alignment and agility within team in line with organisational Employee Engagement framework
- Coaching: establish operating rhythm across team coaching activity on a daily/ weekly/ monthly basis inclusive of scheduled one on one coaching sessions. Develop the skills, capabilities and behaviours of the group to meet current and future workload requirement
- Performance Management framework: Manage team member performance and development monthly and within organisational performance framework and strategy of increasing cross skilling across new Connection team
- Establish a performance improvement culture - identify and implement improvement initiatives

Customer and Stakeholder Relationship Management

- Lead a team fostering customer centric culture focused on delivery of Powerful Customer Service to internal and external customers
- Ensure customer enquiries are resolved in a timely professional and courteous manner and instigate ongoing improvement initiatives that increase customer satisfaction and reduce escalations and complaints to the Ombudsman.
- Implement actions to continually improve call, email and other channels of customer enquiry in conjunction with other teams
- Manage and build effective customer relationships with internal and external clients to improve customer satisfaction and service delivery

Customer and Stakeholder Relationship Management

- Lead a team fostering customer centric culture focused on delivery of Powerful Customer Service to internal and external customers
- Ensure customer enquiries are resolved in a timely professional and courteous manner and instigate ongoing improvement initiatives that increase customer satisfaction and reduce escalations and complaints to the Ombudsman.
- Implement actions to continually improve call, email and other channels of customer enquiry in conjunction with other teams
- Manage and build effective customer relationships with internal and external clients to improve customer satisfaction and service delivery

Continuous Improvement and Best Practice

- Successfully develop and embed fit for purpose capabilities, processes or process improvements that meet the agility needed for the business to be competitive
- Contribute to a culture that is focused on workplace continuous improvement through identifying and supporting improvement initiatives and opportunities
- Actively support and embed new or modified processes and systems
- Develop and implement new and innovative ways to meet business needs by applying technical expertise and experience
- Learn from project/activities and apply learnings to future projects

Support Operational Excellence

- Monitor and track performance of work queues to ensure all tasks are completed within required timeframes
- Serve as a point of escalation for complex enquiries, escalated complaints or exceptions and actively resolve directly or in conjunction with members of the team
- Contribute to upskilling and maintenance of Skills Matrix through coaching and training of team members
- Contribute to a culture that is focused on workplace continuous improvement through identifying and supporting improvement initiatives and opportunities

What you'll bring to the business

Education / Qualifications:

- Tertiary qualified with a technical, commercial or business management focus are desirable

Knowledge:

- Detailed knowledge of human resource principles & practices
- Excellent customer service skills and dispute resolution capabilities
- Strong interpersonal skills, including the ability to work across the organisation and interact / influence / negotiate effectively at all levels of management, with customers and with peers
- Proven ability in business communications to manage and align expectations of staff, customers and internal stakeholders
- Advanced knowledge and experience of leading performance through people
- Excellent customer service skills and dispute resolution capability
- Extensive relationship management, including communication and interpersonal skills to interact effectively with customers, peers, team members and stakeholders
- Knowledge of the electrical distribution network, particularly design and compliance with relevant customer and Australian Standards is desirable
- Knowledge of the Customer Initiated Augmentation Works, Electricity Supply Policy and associated codes is desirable

Experience:

- Demonstrated experience leading and managing people
- Experience developing and using productivity tools and principles to lead and manage team performance
- Experience using Salesforce and/or SAP based platforms advantageous

The skills and competencies you'll have

'Thought' competencies

1. Customer focus: Building strong customer relationships and delivering customer-centric solutions
2. Manages complexity: Making sense of complex, high quantity, and sometimes contradictory information to effectively solve problems
3. Decision Quality: Considers various points and uses good judgement to make decisions and recommendations, knowing when to act or escalate

'Result' competencies

1. Ensures accountability: Holding self and others accountable to meet commitments
2. Optimises work processes: Knowing the most effective and efficient processes to get things done, with a focus on continuous improvement
3. Plans and aligns: Planning and prioritising work to meet commitments aligned with organisational goals

'People' competencies

1. Drives engagement: Creating a climate where people are motivated to do their best to help the organisation achieve its objectives
2. Values differences: Recognising the value that different perspectives and cultures bring to an organisation
3. Organisational savvy: Manoeuvring comfortably through complex policy, process, and people-related organisational dynamics

'Self' competencies

1. Instils trust: Gaining the confidence and trust of others through honesty, integrity, and authenticity
2. Nimble learning: Actively learning through experimentation when tackling new problems, using both successes and failures as learning fodder
3. Courage: Stepping up to address difficult issues, saying what needs to be said

'Leadership' competencies

1. Manage self: Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others.
2. Take the lead: Taking the lead and pushing for performance. Take charge, declaring, decisive. Push, hold people accountable.
3. Enable others: Creates conditions for others to lead and contribute. Empowers others. Listens, open to influence. Supports, treats people well.
4. Strategic focus: Position your team for the future. Set direction, drive improvements and growth, embrace innovation.
5. Execution and results: Position your team for the future. Set direction, drive improvements and growth.

Other relevant information

- Travel to other work locations / sites may be required
- Direct reports - FTE direct reports: 9 Contractor direct reports: 0
- Budget: OPEX Nil, CAPEX Nil