



# Position Description

<b>Position title:</b>	Customer Development Manager
<b>Reports to:</b>	Team Leader – Large Customer Offers
<b>Business unit:</b>	Network Services
<b>Employment category:</b>	Contract (Employment Agreement)

## 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 Network Services team you'll be part of

Network Services is a 24x7 operation, constructing and maintaining electrical infrastructure and responding to faults and emergencies throughout the CitiPower and Powercor electricity distribution networks. The team is responsible for design, project management, workforce management, field construction and supply chain and logistics management. Functional teams include network control and operations, major projects, maintenance, field services, design and customer programs and works delivery 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 role is responsible for business and commercial decisions relating to the major customer extension process, for ownership of the customer and for meeting the customer's requirements which impacts on CAPEX, cash flow, profitability, growth in RAB and customer and community perception of the company. The role is also directly responsible for negotiating and managing Augmentation Agreements and Generator Agreements associated with major customers within a defined geographic location and in accordance with the national electricity rules.

## Your key responsibilities

### Develop and maintain Customer Relationships

- Manage the relationship with the Customer to ensure Customer, Company and regulatory requirements in relation to customer projects are met
- Liaise with the Customer on all aspects of the Customers project
- Build and enhance relationships with Customers, service providers, the community and organisations to support the achievement of business objectives

### Manage Major Customer Connection Projects

- Manage release of all connection offers in accordance with the requirements of the NER (national electricity rules)
- Manage preparation of all technical and financial documentation to obtain project approval in accordance with Delegation of Authority Business requirements including NIC presentations
- Manage the process to engage with key internal stakeholders including Electricity Networks, Finance and Legal to undertake all works relating to major projects
- Manage all Network Responsible Officer duties associated with major customer projects to ensure project scope is met in line with budget, time and quality requirements and projects are closed out

### Customer Offers

- Prepare or have prepared conceptual and final design associated with customer offers, ensuring Network and regulatory connection requirements are met
- Apply Network connection policy to preparing customer offers, including calculating the customer contribution to the project
- Issue work to specialist or technical support groups in order to develop Customers offers
- Ensure the Customers offer is issued in accordance with business systems and processes and in consideration of regulatory obligations and Customer expectations.
- Maintain appropriate levels of communications and customer service will all connection applicants.

### Manage the Group Knowledge

- Develop the capabilities of the group in terms of skills and behaviours to meet current and future workload requirements.
- Review and implement effective processes and practices that meet customer goals.
- Contribute to a workplace culture that is focused on workplace improvement and delivering best practice services that meet customer goals.

## Process Improvement

- Actively embed and engage with the updated large generator connections to achieve compliance with NER requirements
- Embed and maintain compliance with relevant QA and related procedures
- Create and instil a workplace culture that is focused on process improvement
- Continually look for opportunities to improve process efficiency and interfaces with other business units

# What you'll bring to the business

## Education / Qualifications:

- Diploma of Engineering (Electrical) with a Certificate of Technology (Electrical) or relevant Bachelor's Degree qualification in Engineering (Electrical) or
- Business, legal, project management, masters or commercial related degree

## Knowledge:

- Demonstrated technical leadership skills and previous experience in coaching and mentoring individuals in a technical environment

## Experience:

- Extensive experience in the electrical utility industry
- Significant electrical/ utilities industry experience
- Extensive experience in stakeholder negotiation and development of project scopes and proposals
- Extensive experience in contract negotiation and managing project financials

# The skills and competencies you'll have

## 'Thought' competencies

1. Customer focus: Building strong customer relationships and delivering customer-centric solutions

## 'Result' competencies

1. Action oriented: Taking on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm
2. Ensures accountability: Holding self and others accountable to meet commitments
3. Directs work: Providing direction, delegating, and removing obstacles to get work done

## 'People' competencies

1. Collaborates: Building partnerships and working collaboratively with others to meet shared objectives
2. Builds networks: Effectively building formal and informal relationship networks inside and outside the organisation

## 'Self' competencies

1. Being resilient: Rebounding from setbacks and adversity when facing difficult situations

## Other relevant information

- A pre-employment medical / physical assessment may be required
- Travel to other work locations / sites may be required
- Direct reports - FTE direct reports: 0, Contractor direct reports: 0
- Budget: OPEX: \$0, CAPEX: \$0