

POSITION DESCRIPTION

Position details			
Position	Administration Trainee	Group	Customer Services
Reports to	Customer Enquiries Manager	Location	Griffith
Leadership Level	Team Member	Review date	30 June 2021
Direct Reports	Nil	Employment type	Full time Term Contract
Indirect reports	Nil	Approved by	Functional manager or above

Purpose of the role
To develop business and administration skills to provide professional administrative and frontline customer service support to the Company and its customers.

Snapshot
<p>At Murrumbidgee Irrigation, our job is to deliver the best possible service to our customers, at a fair price and in the best possible way.</p> <p>The Customer Enquiries team is responsible for developing and managing positive and beneficial customer relationships whilst ensuring the delivery of business and customer asset optimisation. This means delivering the right service at the right times to meet customer and business needs.</p> <p>The Administration Trainee is responsible for assisting the Customer Services team with delivering efficient customer service, including maintaining customer contacts and complaints, requests for water delivery, metering and billing arrangements, and ownership records.</p>

Major Accountabilities	Outcomes
<p>This section sets out the main areas of work for this position. The position may be responsible for other minor tasks which are not listed here. MI's key Values and Behaviours are integral to all aspects of delivering on accountabilities: the way we do things is equally important to what we do.</p>	
Safety	
Drive and support the evolution of a safety-focused culture within MI by ensuring effective, best-practice equipment, systems and procedures are in place and consistently followed, and by promoting and reinforcing a strong safety focus.	Continuously improve workplace safety, consistently employ best-practice WHS methods, and achieve MI's safety targets
Support incident investigations by acting in accordance with procedures and safety/due diligence.	Improved outcomes from incidences and reduced occurrences
Values and Behaviours	
Role model the MI values of Integrity, Customers, Accountability, Respect and Teams and associated behaviours, and inspire and enable others to do the same	Contribute to the development of a performance-enabling, values-driven culture across the organisation
Demonstrate punctuality, time management, quality and reliability	Achieve objectives and contribute to team performance

Administration

- Provide information and advice in a courteous and timely manner
- Assist customers to fill in the application forms correctly
- Provide a frontline reception
- Operate and maintain the Company's telephone system
- Store and maintain electronic and paper-based records
- Assist with coordination of Company mail

Quality Customer Service

Skills and Experience

Essential:

- School Certificate
- Intermediate computer skills in the Microsoft suite
- Sound literary knowledge and skills
- Willingness to learn

Desirable:

- Higher School Certificate
- Knowledge of safe work procedures
- Current motor vehicle licence

Decisions expected

Safety requirements

Scheduling of daily workload in line with agreed priorities

Decisions referred/recommended

Recommend improvements to safety protocols

Recommend changes to priorities to improve customer and business outcomes

Key relationships

Customer Enquiries Manager

Receive direction; provide information and updates on current work

Customer Services team members

Plan, liaise and provide information

Water Delivery

Liaise and provide information

Customers / Shareholders

Inform and assist

Agents and Solicitors

Inform and assist

Government Agencies

Inform and assist

Other information

- From time to time this position may be reassigned to other tasks, teams, special projects, etc. within skill level, competency and experience, to meet short-term operational needs.