

**Safety | Our People | Teamwork**  
**Service Excellence | Open Communication**

## **Technical Administration Officer/Standby Customer Service Centre Operator**

**Classification Gvw2 \$64,826 annualised (including shift penalties)**

**Goulburn Valley Water (GVW)** provides quality water and wastewater services to 54 towns in North Central Victoria. Our core purpose is to deliver safe, reliable and affordable water services to residential, commercial and industrial customers.

As part of a dynamic team, this critical role will see you working within the Technical Customer Services team, providing professional advice to customers and employees, including the monitoring of water and sewerage treatment infrastructure.

In this split role you will be required to work in our 24/7 call centre (working a 12 hour shift) when necessary, or alternatively, working 8 hour days whilst in the Technical Administration component of the role.

Along with being a team player, this role will involve a high level of customer interaction, and as such, you will have excellent communication and customer service skills, with demonstrated experience in the use of computers and the ability to problem solve.

Relevant experience in a call centre environment and knowledge of telemetry systems (SCADA) is also highly desirable.

If you enjoy working in a positive culture, where you will interact with diverse customers and interesting stakeholders, we want you to apply.

**Applications close 5pm, Friday 31 March, 2017**

**Applicants must address each Key Selection Criteria to be considered for an interview**

**Visit our website for information on how to apply and to view the position description**

*Goulburn Valley Water is an equal opportunity employer valuing all people, diverse backgrounds, experiences and perspectives*