

Position Description



Powering a
Bright Future

Customer Relationship Specialist

Customer Service Group

Negotiated Connection Applications

Objectives

- Develop and maintain strong relationships with relevant stakeholders and teams, identifying opportunities for growth, proactively negotiating solutions to enhance the customer connection journey as well as smooth process in the business.
- Negotiate, prepare and manage customer specific engagement plans, legal and contractual documentation with new and existing customers in accordance with the delegated authority.
- Manage network connection issues and influence the decision making process for complex and large customer connections on behalf of TasNetworks, its customer and stakeholders, in accordance with the relevant distribution polities and processes whilst continually monitoring for improvement opportunities.

Role Specific Accountabilities

- Develop individual strategies to optimise the customer service experience for each customer and key stakeholder.
- Conduct market intelligence (for large customers) in order to position the company in the contestable market for design and construction.
- Gather and analyse large customer data to gain an understanding of customer behaviour, expectations and satisfaction, and improvement opportunities.
- Respond in a timely manner to new requests from existing and new customers, ensuring complaints from sensitive needs and major customers are addressed in a quality and consistent manner.
- Negotiate and provide high-level verbal and written interactions with customers that reflect accurately the requirements, cost and conditions of the supply arrangement, considering all necessary impacts when recommending solutions to deliver long term sustainable, commercially viable, safe, and environmentally sensitive customer solutions.
- Contribute to and support the overall performance of customer service, and support programs and strategies .
- Work collaboratively to support TasNetworks purpose, culture and strategic initiatives.
- Represent or participate on behalf of the Negotiated Connection Application Team on relevant TasNetworks projects.
- Any other duty or task as reasonably and lawfully directed by TasNetworks.

TasNetworks and **you.**

To be successful in this role

- Demonstrate our core behaviours, which are central to all positions at TasNetworks.
- Demonstrate knowledge of account and client relationship management principles, practices and procedures.
- Demonstrate possession of commercial acumen.
- Demonstrated knowledge of the current relevant electricity industry.
- Demonstrate a broad understanding of the distribution customer connections policies and processes; and associated regulatory requirements and rules; electricity system and associated terminology.
- Have a decision-making capacity to provide innovative solutions to complex situations.
- Experience managing large customer accounts, preferably in the utility sector.
- Demonstrate a strong understanding of customer service processes and stakeholder management.
- Demonstrate a proven ability to identify and deliver customer service enhancements and innovations.
- Demonstrated solid leadership, influencing, communication and interpersonal skills.
- Demonstrated exceptional organisation and time management skills and the ability to manage and prioritise conflicting priorities.
- Demonstrated ability to engage in engineering dialogue to understand customer concepts for customer designs and connections.
- Have an understanding of the link between business decisions and their impact on the regulatory outcomes.
- Tertiary qualification in Business, Engineering or significant experience at a high level in a similar role.
- Able to demonstrate the capacity to perform the inherent requirements of the role.

Reports to:

Leader Negotiated Connection Applications

Direct reports:

Nil

Approved:

March 2023

Our behaviours **be curious** **be brave** own it

