

# Position Description



Powering a  
Bright Future

## Transmission Customer and Metering Manager

Commercial

Regulated Transmission Connections

### Objectives

- Lead the ongoing management and re-negotiation of Connection Agreements within our Transmission Connections Portfolio, while also overseeing the operational requirements and integrity of the Transmission metering system to meet customer and business needs.
- Ensure TasNetworks complies with its regulatory and contractual obligations for our Connection Agreements and Transmission Metering services.
- Collaborate with key stakeholders to manage customer expectations whilst identifying opportunities to maximise the performance of our commercial position.
- Collect and analyse Customer data to understand and manage customer concerns, anticipate customer needs, act on opportunities and manage associated commercial risks and improvement strategies.

### Role Specific Accountabilities

- Cultivate and maintain stakeholder/ customer relationships, fostering positive, trusting, and sustainable arrangements.
- Ensuring TasNetworks is compliant with its Metering Coordinator obligations ensuring all contractual, operational and regulatory requirements are met along with acting as the System Administrator for the transmission metering systems.
- Develop, review and maintain a charging methodology for TasNetworks' transmission Metering Coordinator services.
- Provide specialised commercial and customer-relationship support on behalf of TasNetworks, regularly engage Transmission Customers, quickly respond to requests/ issues and identify opportunities within the changing market.
- Provide monthly performance reporting encompassing customer contractual obligations, Metering Coordinator requirements, risk/issues and opportunities.
- Coordinate stakeholders, mitigate key risks, negotiate planned work schedules, and maintain accurate information in existing digital systems to successfully meet customer, regulatory, revenue, and other key business objectives.
- Proactively monitor technological advancements, industry trends, regulatory changes, and customer requirements.
- Drive continuous improvement of commercial processes, templates, documentation, and customer engagement.
- Provide guidance, support to Connection Managers interfacing with customers.
- Perform any other duties or tasks as reasonably and lawfully directed by TasNetworks.

TasNetworks and **you.**

## To be successful in this role

- A tertiary qualification in a relevant discipline (business, engineering, project management) and/or other relevant professional competence and experience
- Practical understanding of the National Electricity Rules, and ideally, the large-scale renewable energy market and the associated commercial risks of complex generation and load agreements
- Understanding of the regulatory obligations for a Metering Coordinator in the National Electricity Market.
- Proven dedication to the safety and well-being of team members and stakeholders, with a track record of contributing to high-performing teams
- Exceptional negotiation and conflict management skills, coupled with extensive experience in developing and administering robust commercial agreements
- Exceptional customer-relationship management skills, with experience in key account management and the capability to balance customer and revenue objectives
- Expert collaborator with a continuous improvement mindset, capable of coordinating internal and external stakeholders to deliver comprehensive customer solutions
- Self-motivated with a positive attitude, exceptional time management skills, and the ability to thrive under pressure and manage complex priorities
- Proficient in interpersonal communication, both written and verbal, enabling the building of trust-based relationships with team members, peers, and external stakeholders to drive positive outcomes
- Proficient in digital tools, ideally with experience using SAP software, SharePoint, CRMs and the Microsoft Office suite.

### Reports to:

Leader Regulated Transmission Connections

### Direct reports:

Nil

### Approved:

August 2025

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

