

Position Description



Powering a
Bright Future

Connection Services Co-ordinator

Digital, Strategy and Customer

Connection Services Team

Objectives

- Deliver connection and market services to all customers, in accordance with national rules and regulations through case management of escalated basic connections and alterations and ensuring the delivery of high quality records of interactions with customers and service providers.
- Contribute to the enhancement of systems and processes while maintaining a business focus and customer centric balance. Implement processes and enhancements including training and upskilling of other team members.
- Review and audit processes to support ISO9001 Quality Systems and AEMO accreditation, identify and escalate defects in Market Systems, assist in User Acceptance Testing for any Market Systems upgrades in addition to functions directly supporting the Market and Connections Team

Role Specific Accountabilities

- Comprehensive knowledge of processes and work instructions to meet all compliance obligations, regulatory requirements and standards, NEM and ISO9001 accreditation and meets the defined key performance indicators.
- Adaptability and flexibility to incorporate rule/compliance changes that impact the team into work instructions and documented processes and deliver training to Connection Services Administrators.
- Contribute to customer and process issues resolution whilst maintaining alignment to business rules and making timely, sound decisions to address customer enquiries and complaints.
- Case manage complex basic connections and alterations and ensure the delivery of high quality records of interactions with customers and service providers.
- Provide high-level written correspondence to customers and stakeholders with exceptional attention to detail.
- Manage internal and external stakeholders enquiries to ensure timely and quality customer outcomes.
- Identify opportunities for improvement with existing processes, tools and systems and actively participate in the development of solutions or process improvements.
- Provide subject matter expertise and user acceptance testing for system and business 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.
- Certificate III Business Administration or equivalent experience
- Demonstrate, or the possess the ability to acquire, an understanding of TasNetworks' policies, procedures and processes and an understanding of the National Electricity Market and regulatory framework
- Proven strong communication and interpersonal skills to deliver high level customer service and stakeholder management, with the ability to work either independently or with a diverse range of internal and external customers stakeholders
- Demonstrate a high level of prioritisation and time management skills and display a high level of business acumen with the ability to work independently
- Demonstrated decision making capabilities with the ability to apply sound judgement or seek advice where there is complex or conflicting information, within business rules
- Demonstrated competence in the use of a wide range of software packages and ability to proficiently learn and use organisational systems
- Proven to be a strong collaborative team player with the ability to work in a flexible multi-functional environment
- Ideally have relevant utility / industry experience, skills and knowledge.
- Demonstrated ability to document processes and work instructions while implementing efficiency and deliver training with an adaptable style.
- Able to demonstrate the capacity to perform the inherent requirements of the role.

Reports to:

Connection Services Leader

Direct reports:

Nil

Approved:

March 2023

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

