

Position Description



Powering a
Bright Future

Leader Fault Dispatch

Operations

Customer Group

Objectives

- Effectively lead the Fault Dispatch function for TasNetworks to ensure a safe, efficient and customer focussed response to network faults and outages.
- Maintain and evolve the strategy to leverage advanced meter technology and digital communications to drive enhanced fault response and improved customer experience.
- Maintain and evolve the resource strategy to efficiently manage 24 hour shift coverage and account for peaks in workload related to weather events

Role Specific Accountabilities

- Collaborate with peers to implement and maintain optimal processes to minimise manual effort and handovers to deliver business benefits
- Develop the team and leverage technology to implement proactive customer communication solutions and processes, reducing customer effort and improving performance against customer satisfaction metrics.
- Ensure business continuity plans and disaster recovery work sites are maintained and tested on a regular basis
- Ensure regular review, improvement and refresher training of fault dispatch processes under the Incident Control System utilised to manage major events.
- Coach, develop and mentor direct reports to ensure they are developing to their full potential and meeting team and business objectives
- Manage individual and team performance including goal setting, performance monitoring and management
- Any other duty or task as reasonably and lawfully directed by TasNetworks

TasNetworks and **you.**

To be successful in this role

- Tertiary education in Business Management, Leadership or other relevant discipline
- Minimum 5 years in a customer operations leadership role
- Technical knowledge of electricity transmission and distribution systems and the regulatory framework in which TasNetworks operates
- Ability to work in a high pressure environment and make informed decisions with safety, customer and commercial implications
- Demonstrated understanding of the complexities of 24 hour shift rosters
- Experience in a customer centric energy utility or emergency response organisation
- Ability to sustain employee engagement and motivation in a dynamic and changing work environment.
- A continuous improvement mindset with a passion for improving the customer experience
- Project and change management experience
- Demonstrated ability to think and plan strategically
- Demonstrated experience in effectively managing and influencing internal and external stakeholders
- Demonstrated high level of customer service and conflict resolution skills
- High level of written and interpersonal communication skills
- Result-oriented with a mindset for continuous improvement of service for customers
- Demonstrated personal commitment to safety

Compliance Requirements

- A satisfactory National Police Record check to confirm eligibility for the role.

Reports to:

Head of Customer Service

Direct reports:

7-10

Approved:

September 2026

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

