Position Description

TasNetworks | Powering a Bright Future

Connection Manager

Customer Services | Distribution Customer Account Management

Objectives	• Lead and manage key projects within the TasNetworks' complex Distribution Connections Portfolio to meet customer, regulatory and revenue requirements. • Execute and manage complex connection agreements, ensuring appropriate due diligence, performance parameters, return on investment and sustainable partnerships within the National Electricity Market. • Embed team strategies to seamlessly onboard new customers into Tasmania's distribution network, meeting organisational targets, providing sustainable returns to shareholders. • Manage commercial risks and opportunities to develop and implement risk mitigation and improvement strategies.
Role Specific Accountabilities	• Cultivate and maintain stakeholder/ customer relationships, fostering positive, trusting, and sustainable arrangements. • Provide specialised commercial support to process applications, identifying commercial risks, prepare responses, then negotiating Connection Agreements. • Develop and execute high-quality project and commercial documentation, ensuring comprehensive coverage from project initiation to connection agreement execution. • Coordinate stakeholders, mitigate key risks, and maintain accurate information in existing digital systems to successfully meet customer, regulatory, and revenue objectives. • Proactively monitor technological advancements, industry trends, regulatory changes, and customer requirements, leveraging this knowledge to influence and continuously enhance the state-wide Distribution Connections process and improve the overall customer experience. • Drive continuous improvement of commercial and project processes, templates, documentation, and communication. • Provide coaching and mentorship to developing Connection Lead(s). • Foster and support a culture where behaviours align with TasNetworks' values. • Perform any other duties or tasks as reasonably and lawfully directed by TasNetworks.

To be successful in this role	• 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 project management experience and ideally experience in developing and administering robust commercial agreements • Expert collaborator with a continuous improvement mindset, capable of coordinating internal and external stakeholders to deliver comprehensive customer solutions • Proficient in problem-solving, analytical thinking, and critical reasoning, with the ability to analyse and interpret data to support decision-making • Self-motivated with a positive attitude, exceptional time management skills, and the ability to thrive under pressure and manage complex priorities • Demonstrated customer-centric approach, with the ability to ask pertinent questions, lead and coordinate diverse stakeholders, understand commercial imperatives, and manage change in dynamic environments • 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 • Practical understanding of the National Electricity Rules, and ideally, the renewable energy market and the associated commercial risks of complex generation and load agreements • A tertiary qualification in a relevant discipline (business, engineering, project management) and/or other relevant professional competence and experience • Proficient in digital tools, ideally with experience using SAP software, SharePoint, and the Microsoft Office suite.

Compliance Requirements	• A satisfactory National Police Record check to confirm eligibility for the role
	• A 'critical worker' suitability assessment for the purposes of the *Security of Critical Infrastructure Act 2018* (Cth) (or any successor to that Act) and the *Security of Critical Infrastructure (Critical Infrastructure Risk Management Program) Rules 2023* (Cth) (or any successor to those Rules), comprised of:
	  ○ a National Security Assessment by ASIO;
	  ○ a Criminal History Check by ACIC; and
	  ○ a Right to Work in Australia check

Reports to:	Direct reports:	Approved:
Leader Customer Account Management	0	September 2026

