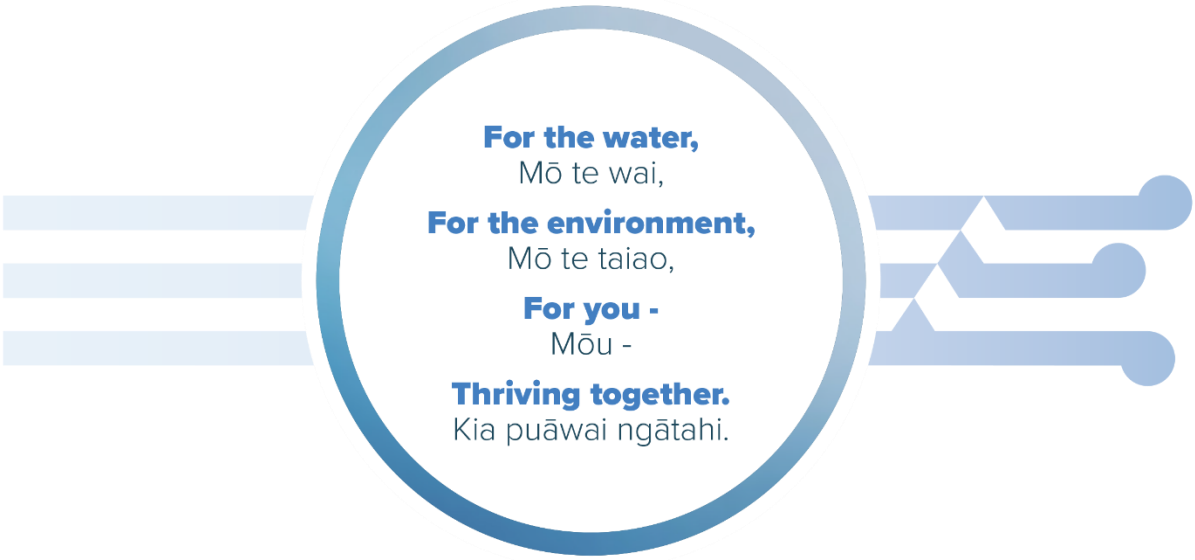
WAITĪ WATERS

Position Description

Position details

Position title	Customer Lead
Reports to	General Manager, Customer, People and Safety
Direct reports	4-5
Location	Masterton head office
Delegations	[TBC]



About Waitī Waters

Waitī Waters is a water services council-controlled organisation established under the Local Government (Water Services) Act 2025. We are owned by South Wairarapa, Carterton, Masterton, and Tararua District Councils, in partnership with Rangitāne and Ngāti Kahungunu.

Our Board of Directors governs Waitī Waters and the Stakeholders' Forum of Council and iwi representatives provides oversight on behalf of our owners and partners.

From 1 July 2027, we'll deliver drinking water, wastewater and stormwater services to around 25,000 connections and 70,000 people. We'll manage close to $700 million in water assets, and plan to invest around $400 million over the next decade. Our service promise is simple: delivering safe and sustainable water services our communities can count on.

Our name comes from the Matariki star linked to freshwater, and the role it plays sustaining life and wellbeing.

About your group

Waitī Waters is made up of five groups:

- Service Delivery
- Infrastructure
- Finance and Commercial
- Customer, People and Safety
- Strategy, Regulatory and Governance.

Your role sits in the Customer, People and Safety group. This group ensures customers, communities and staff are at the centre of how Waitī Waters operates. The group leads customer services, communications and engagement, people and culture, and health and safety. Together, these teams help build trust and confidence in Waitī Waters, support a safe, healthy, capable and engaged workforce, and ensure services are delivered in a way that is responsive, sustainable and focussed on the needs of customers and communities.

About your team

The Customer team leads customer strategy, customer experience, customer service, meter reading and consumption management, billing and customer account management. The team provides the primary interface between Waitī Waters and its customers, helping people access services, resolve issues, understand their water use, services and charges, and navigate their interactions with Waitī Waters. The team combines customer insight, customer experience leadership, responsive service, accurate consumption and billing processes, and customer account management to build trust and confidence in Waitī Waters' services.

About your role

The Customer Lead is responsible for leading Waitī Waters' customer function and ensuring customers receive responsive, accurate and consistent service across all interactions with the organisation. The role is responsible for the customer journey and leads customer service, meter reading and consumption management, billing operations, customer service management and customer experience improvement, while ensuring customer insights help shape service delivery and organisational decision-making. What you'll do

Responsibility area	Key Deliverables
ROLE-SPECIFIC RESPONSIBILITIES	
Customer strategy, policy and experience	• Customer strategies, policies, our Customer Charter, service standards and customer experience initiatives are developed and implemented. • Customer feedback and insights are translated into practical improvements to services, processes and customer outcomes. • Customer expectations set out in our Statement of Expectations are met and reported on.
Customer service delivery and channels	• Customer enquiries, complaints, service requests and escalations are managed consistently and effectively by both in-house and outsourced customer support teams. • Customers receive timely, accurate and professional support across customer contact channels. • An accurate register of vulnerable (service reliant) customers is maintained, and their needs are effectively managed through service interruption and change. • Connection, service application and property-related requests are coordinated and processed accurately, working with Service Delivery and Assets and Infrastructure.
Meter reading and consumption management	• Meter-reading schedules and arrangements support timely and accurate customer billing. • Manual, drive-by and smart-meter readings are collected or coordinated effectively, including where reading activities are undertaken by staff or service providers outside the Customer team.

Responsibility area	Key Deliverables
	• Meter-reading data is validated, and exceptions are identified and resolved before consumption information is confirmed for billing. • Meter data anomalies are investigated in partnership with Service Delivery, with customers kept informed where their accounts or water use may be affected. • Customers experiencing unusual consumption or potential bill shock receive timely, practical and proactive support. • Final meter readings for property changes are completed and provided for billing.
Billing and customer accounts	• Pricing, tariffs, charging rules, waiver settings and payment policies set by Finance are accurately applied through billing. • Customer bills are generated, checked and issued accurately and in line with approved billing cycles, tariffs, charges, policies and procedures. • Credit adjustments and billing corrections are completed accurately and in line with policies and procedures. • Customer records, payment methods, payment arrangements, waiver applications, billing enquiries and account disputes are managed accurately and consistently. Strong customer account management practices support good customer outcomes and provide accurate information to Finance for revenue and receivables processes.
Customer insight and organisational improvement	• Customer satisfaction, service performance and emerging customer issues are monitored and reported. • Customer needs and expectations are represented in organisational planning and service improvement activities.
Key customer relationships	• Effective relationships are maintained with major customers and community organisations. • Key customer issues are coordinated and resolved across the organisation.
COMMON RESPONSIBILITIES	
People leadership	• Clear performance expectations are set and regularly reviewed for all direct reports.

Responsibility area	Key Deliverables
	• Staff are actively developed through coaching, feedback and development opportunities. • Poor performance is addressed promptly and fairly. • A positive, inclusive team culture, consistent with the Waitī Waters 'How We Work' principles is fostered and workloads are actively managed. • Own professional development is actively managed, including maintaining relevant technical and leadership capability. • Contribute to organisational priorities and as a visibly active member of the leadership cohort.
Health and safety	• Own safety and the safety of others is actively managed at all times. • Full compliance with Waitī Waters health, safety and wellbeing policies and safe systems of work. • Incidents, near misses, hazards and risks are reported promptly through the designated system. • Health and safety risks within the team are identified, assessed and managed. • Team members are supported to complete required H&S training, inductions and emergency drills.
Emergency management	• Emergency management training and exercises are completed as required. • Roster, on-call or call-out duties applicable to the role are undertaken. • Role-specific responsibilities under Waitī Waters' emergency response plans are understood and carried out when activated. • Team readiness for emergency response is maintained, including training, rostering and coverage planning. • Team resources are coordinated during emergency activations.

Who you'll work with

Internal	External
General Manager, Customer, People and Safety	Customers and communities
Chief Executive and Executive Leadership Team	Community organisations
Customer team members	Vulnerable customer advocacy and support organisations
Other Customer, People and Safety leaders and teams	Relevant service providers supporting customer services, billing and CRM systems, meter reading, and channels
Service Delivery leaders and teams	Major water users and sector stakeholders
Finance team	Other water organisations and sector partners
Technology and Information team	
Communications team (and social media lead)	
All Waitī Waters groups	

What you'll bring

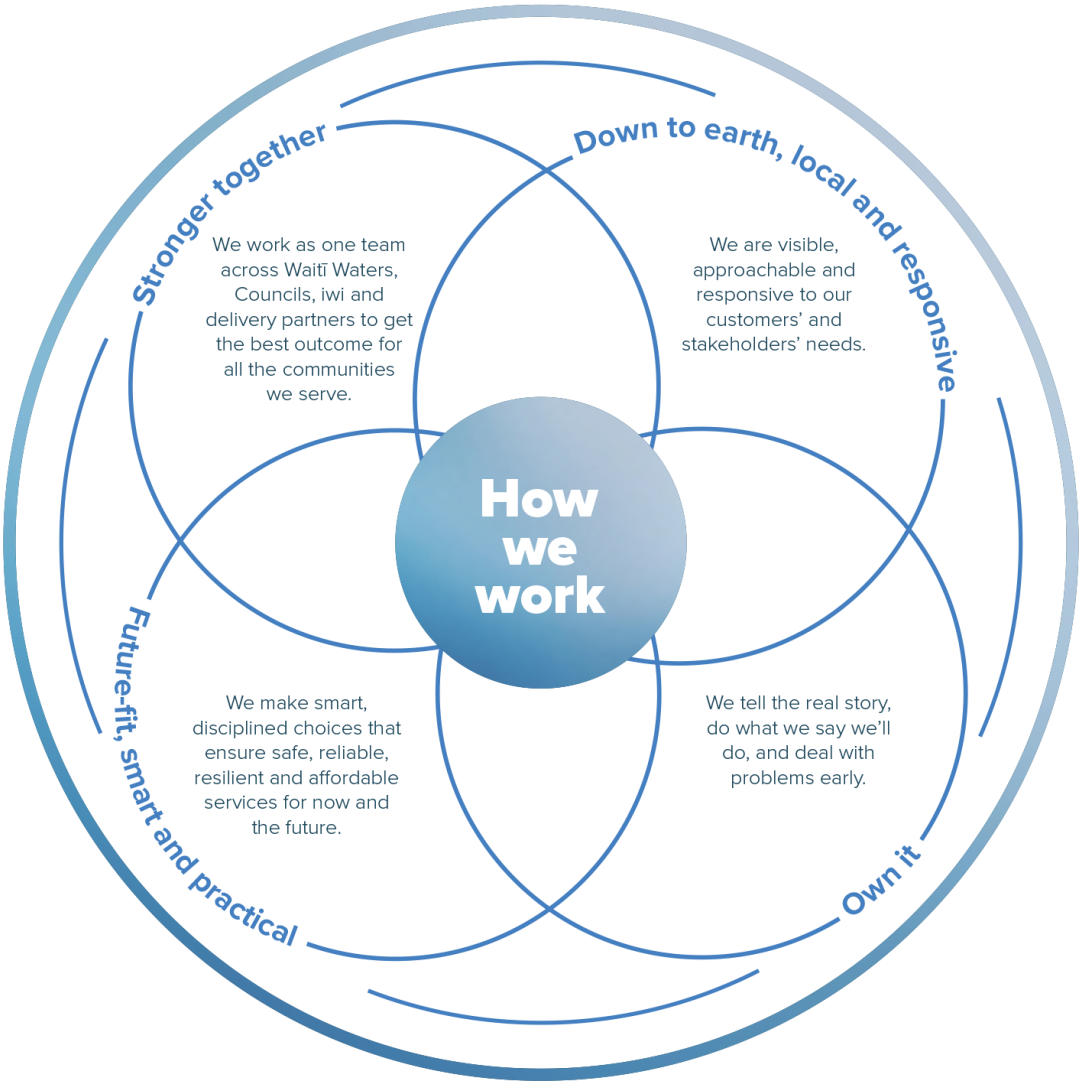
Essential

- Proven experience leading customer service, customer experience, billing or customer account functions.
- Experience implementing customer experience improvement programmes.
- Experience working with CRM, billing or customer account management systems.
- Experience leading and developing teams and creating a positive, high-performing workplace culture.
- Strong customer relationship management and complaint resolution skills.
- Demonstrated ability to use customer insights, feedback and performance information to improve services.
- Experience managing customer-facing processes, systems and service standards.
- Strong communication and stakeholder management skills.
- Ability to work collaboratively across operational, technical and corporate teams.
- A commitment to working in partnership with iwi and hapū.
- Current New Zealand driver licence.

Desirable

- Experience in local government, a council-controlled organisation, utilities or infrastructure environment.
- Knowledge of utility meter-reading, consumption validation and customer billing processes.

How we work



Changing this position

Waitī Waters is a new organisation, and roles are expected to evolve as the organisation matures. Waitī Waters may, from time to time, make reasonable changes to this position description in consultation with the position holder.