Customer Operations Manager

Working for the future of our state

October 2026

HORIZON POWER

Position Title	Customer Operations Manager (S4174H08)		
Division	Customer	Business	Customer Service & Community
Leader Title	Senior Manager Customer Service & Community	Location	Bentley
Level	8	Direct reports	7
Horizon Power's purpose and link to this position	Delivering clean energy solutions for regional growth and vibrant communities with our shared purpose, values and empowering beliefs driving our culture. This role contributes to the Horizon Power Purpose by: Managing the scope and performance of customer service providers and partners and leading customer contact and support arrangements to ensure high-quality customer interactions and accurate, timely service delivery. This role is responsible for Horizon Power's customer operations centre of excellence for core business processes related to Manage Customer Contact & Support and sub processes within Manage Billing, Payments and Debt. The role administers operational standards, training and knowledge management, and assurance to support internal and external customer service delivery teams.		

Position requirements

- Travel to regional WA as required
- WA Driver's License Class 'C' or 'C-A'
- Reasonable additional hours Responsibilities outlined below are indicative only and do not limit Horizon Power in assigning additional responsibilities within the employee's competency, experience, knowledge, and qualifications

Responsibilities – Our Ways of Being

Management	• Manage scope and performance of outsourced customer service providers and related contracts, including: - Retail Services - Contact Centre as a Service - Prepaid Power Outlets - Knowledge Base - Debt Collection Services - Services Australia - Australia Post - And, other delivery partners as required. • Define customer contact and support standards - policies, procedures, processes and playbooks ensuring compliance with the requirements of Horizon Power's Integrated Regional License and other relevant legislation. • Lead support arrangements for vulnerable customers, including customers with life support equipment, experiencing financial hardship or family violence. • Manage customer debt and overpayments. • Manage prepaid power outlet operations. • Maintain and continuously improve customer compliance register, compliance reporting and quality assurance processes. • Manage the integrity of customer data ensuring privacy standards are met. • Lead the resolution of complex customer issues, complaints and claims.
Centre of Excellence	• Lead alignment of operational policies, frameworks, standards and playbooks to enterprise strategy. • Manage service delivery capability and enablement through leadership of knowledge management, methods, tools and templates; and provision of deep expertise (subject matter experts) and workforce training management. • Manage operational assurance to ensure consistency of standards across delivery teams, leading customer service risk, compliance and quality oversight. • Support the execution of initiatives and application of standards.

Contracts	• Oversee provider operations across retail locations to ensure consistent service delivery and performance to service levels. • Implement and maintain operational standards and processes. • Proactively drive initiatives to improve productivity and efficiency. • Ensure compliance with safety, regulatory and organisational requirements.
Stakeholder relationships – Leading purposeful change	• Develop and maintain effective working relationships with internal and external stakeholders to support customer outcomes, operational performance, compliance and continuous improvement. **Internal:** Customer functions, System Operations, Remote Customer & Outcomes, Major Customer Accounts, shared services functions, regional teams and senior leaders to resolve issues and deliver agreed outcomes. • **External:** Customers, outsourced providers and partners, Economic Regulation Authority, consumer and financial support agencies, Energy and Water Ombudsman, government agencies, community representatives and other delivery partners as required.
Enterprise Safety Leadership	• Demonstrate visible safety leadership by setting the example for safety leadership and safe work, applying Enterprise Safety expectations consistently with employees and contractors. • Cascade Enterprise Safety language and expectations through their teams, reinforcing safe behaviours and providing supervision to ensure safety standards, systems, procedures and guidance are maintained.
Ad hoc requirements	• Contribute to business planning, reporting, audit, compliance and continuous improvement activities as required. • Support incident, regulatory, customer or operational responses where customer operations input or coordination is required. • Undertake other duties within the scope of the role, classification, capability and experience as reasonably required.

Qualifications	
Education	**Essential:** • Tertiary qualifications in Commerce, Business, Management or a related discipline, , or equivalent demonstrated experience in a customer operations, service delivery or commercial management environment. **Desired:** • Postgraduate qualifications, professional certification or further study in business, customer experience, leadership, project management, contract management or a related field. • Training or accreditation relevant to the electricity, utilities, regulatory compliance or customer service environment.
Experience	**Essential:** • Demonstrated experience in a management position dealing with contact centre operations. and/or customer billing and collections operations. • Demonstrated experience in contract management. • Experience in business process management and improvement. • Experience managing third party providers & external stakeholders. **Desired:** • Experience providing services to customers within a utility business, with an understanding of the customer, compliance and operational requirements that apply in a regulated environment.
Key skills and abilities	**Essential:** • Demonstrated frontline leadership capability. • Advanced understanding of contemporary customer service management. • Advanced understanding of contract management life cycle. • Demonstrated capacity to assess risks, and develop and implement mitigation strategies. **Desired:** • Understanding of electricity industry codes, particularly the Code of Conduct for the Supply of Electricity for Small Use Customers. • Intermediate understanding of project management.

Competencies	
Thought	• **Makes Decisions:** Making good and timely decisions that keep the organisation moving forward • **Balances Stakeholders:** Anticipating and balancing the needs of multiple stakeholders • **Innovates:** Creating new and better ways for the organisation to be successful
Results	• **Action Orientated:** Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm • **Ensures Accountability:** Holding oneself and others accountable for meeting commitments • **Drives Results:** Consistently achieving results, even under tough circumstances
People	• **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives • **Communicates Effectively:** Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences • **Builds effective teams:** Building strong-identity teams that apply their diverse skills and perspectives to achieve common goals
Self	• **Self-Development:** Actively seeking new ways to grow and be challenged, using both formal and informal development channels • **Manages Ambiguity:** Operating effectively, even when things are not certain, or the way forward is not clear • **Situational Adaptability:** Adapting approach and demeanour in real time to match the shifting demands of different situations