



Customer Services Officer

Working for the future of our state

July 2026

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POWER

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Position Title	Customer Services Officer (S3080002; S4242H01; S3080003; S7012H06; S7019H09; S3080014; S4166H05; S3080009; S7016H07; S3080007; S3080010; S7022H01)		
Division	Customer	Business	Customer Service & Community
Leader Title	Customer & Community Manager	Location	Various
Level	4	Direct reports	No direct reports
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 delivering high-quality customer service and operational support to ensure a positive experience for customers and stakeholders. This role acts as the first point of contact for enquiries, administering billing and customer support processes, and provides assistance during outages and emergencies. In addition, the role supports administrative, financial, and community engagement activities, contributing to the smooth operation of regional services and the achievement of organisational objectives.		
Position requirements			
• Travel across WA and to Perth as required • 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			
Customer service	• Assist customers with enquiries in person, by phone and via email, including move-ins and move-outs, billing matters and renewables enquiries. • Maintain the regional Life Support customer register, including certification and recertification of Life Support status. • Fulfil rostered hours of work as part of Horizon Power’s central contact center. • Identify customers experiencing vulnerability and arrange appropriate assistance. • Check in with customers in vulnerable circumstances to ensure arrangements meet their needs and support their return to a positive financial position. • Provide customers with information and potential referral to products and programs. • Support the Customer & Community Manager in regular tariff review processes. • Facilitate customer communications for planned and unplanned power outages. • Manage customer brochures and ensure sufficient stock is always available and on display. • Manage service orders and customer fault notes in partnership with operational teams. • Perform regional customer service delivery in regional towns and communities. • Provide support for customer service teams in other regions where required. • Undertake additional customer service duties as required.		
Administrative support	• Manage front-counter services at the regional office, including greeting visitors, coordinating guest sign-ins and responding to incoming calls from customers and members of the public. • Coordinate visitation schedules to regional office. • Support administration of community partnerships for the region. • Support colleagues to log depot maintenance issues through the correct self-service channels. • Provide administrative support to regional office, including maintaining sufficient stationery stocks, bespoke orders, catering, mail and ordering of other consumables.		
Financial support	• Process invoices in accounts payment system for consumables and other expenses. • Raise non-energy tax invoices for recoverable works undertaken by operational teams. • Process subsidies.		

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Events support	Support community and stakeholder engagement events, including attending events on behalf of Horizon Power.
Stakeholder relationships – Leading purposeful change	Develop and maintain strong, effective working relationships with key stakeholders: Internal: Operational teams, Inspectorate, Customer teams, Billing, Metering, Operational Technology, Corporate Communications and partner Retail Services Providers External: Customers, Contractors
Ad hoc requirements	- Perform responsibilities of Local Response Team (LRT) Coordinator during Natural Hazard events in the region. - Complete ad hoc work in a timely manner as and when required.

Qualifications	
Education	- No formal qualifications required - Successful completion of Year 12 is desirable; where not completed, relevant work experience is essential
Experience	- Demonstrated experience in customer services role - Experience working in a utility, government or regulated customer services role is desirable
Key skills and abilities	Essential: - Excellent customer services skills - Strong verbal and written communication skills - Ability to use Microsoft Office suite of applications (Outlook, Word, Excel etc) - Ability to work autonomously and take initiative - Ability to prioritise tasks effectively - Ability to meet tight deadlines and work quickly and precisely - Ability to build strong working relationships across the business Desired: - Understanding of energy pricing and issues affecting WA energy sector - Basic financial management skills - Proficiency in customer billing and account customer systems - Basic knowledge of accounting systems
Competencies	
Thought	Customer Focus: Building strong customer relationships and delivering customer-centric solutions Makes Decisions: Making good and timely decisions that keep the organisation moving forward Innovates: Creating new and better ways for the organisation to be successful
Results	Action Oriented: 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
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
Self	Self-Development: Actively seeking new ways to grow and be challenged, using both formal and informal development channels Situational Adaptability: Adapting approach and demeanor in real time to match the shifting demands of different situations