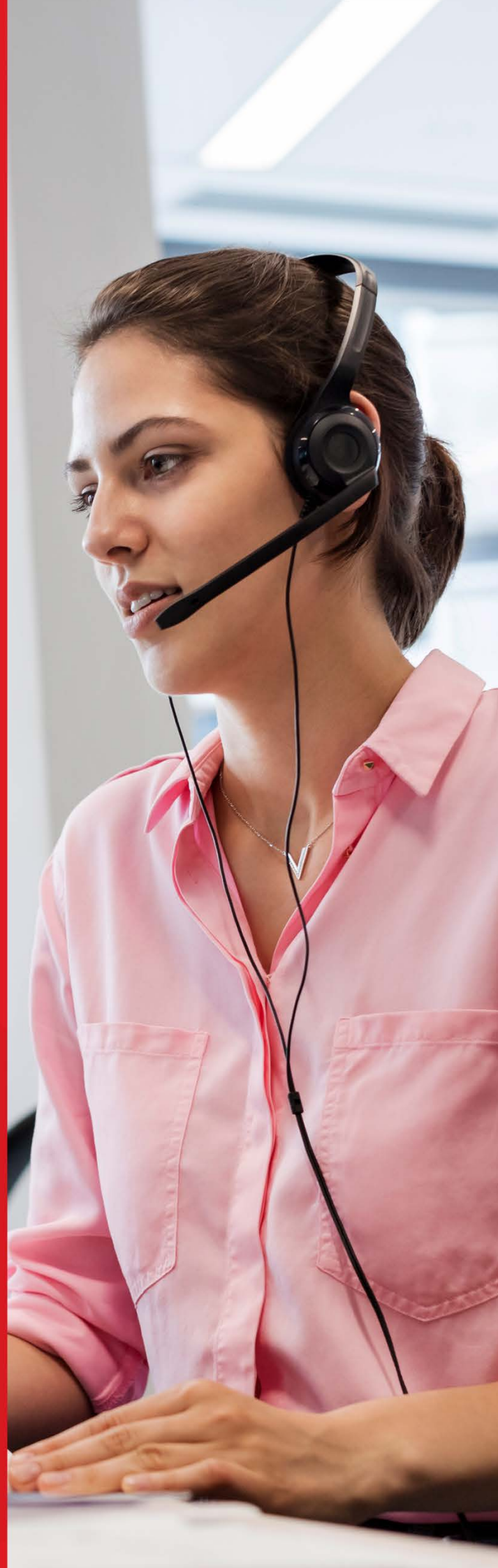


Contact Centre Remuneration Report (New Zealand)

Position descriptions | September 2019



Position Families:

Credit / Collections	6	Positions
Inbound	7	Positions
Management	6	Positions
Online	2	Positions
Outbound	5	Positions
Premium / High Value	2	Positions
Support / Administration	5	Positions
Technical Support	4	Positions
Workforce Management	5	Positions

Position Family: Credit / Collections

Credit / Collections Manager	14130
Credit / Collections Team Leader	14135
Senior Credit / Collections Representative	14140
Credit / Collections Representative	14145
Credit Assessment Specialist	14155
Recoveries Specialist	14160

Position Family: Inbound

Contact Centre Team Leader - Inbound	50005
Contact Centre Complaints Resolution Coordinator	50020
<i>Sales</i>	
Senior Contact Centre Sales Representative - Inbound	50030
Contact Centre Sales Representative - Inbound	50025
Sales Administrator/Coordinator/Internal Sales Representative	51025
<i>Service - Customer Support</i>	
Senior Contact Centre Representative	50010
Contact Centre Representative	50015

Position Family: Management

Contact Centre General Manager	49005
Contact Centre Manager - Premium/High Value Customers	49015
Contact Centre Operations Manager	49013
Contact Centre Manager	49010
Assistant Contact Centre Manager	49020
Contact Centre Team Leader	12040

Position Family: Online

Senior Online Contact Centre Representative

[50040](#)

Online Contact Centre Representative

[50045](#)

Position Family: Outbound

Contact Centre Team Leader - Outbound	51005
<i>Existing Business/Clients</i>	
Contact Centre Account Manager - Outbound	51015
Contact Centre Representative - Outbound	51010
<i>New Business/Clients</i>	
Contact Centre Sales Representative - Outbound	50035
Campaign Specialist	51020

Position Family: Premium / High Value

Contact Centre Team Leader - Premium/High Value Customers

[52005](#)

Senior Contact Centre Representative - Premium/High Value Customers

[52010](#)

Position Family: Support / Administration

Call Quality Assurance Analyst	56020
Contact Centre Trainer	56005
Contact Centre Operations - Support Services (Level 2)	56015
Contact Centre Operations - Support Services (Level 1)	56010
Call Dispatch Operator	56018

Position Family: Technical Support

Technical Support Centre Manager	24125
Technical Support Team Leader	55005
Solutions Support Specialist	55015
Solutions Support Analyst	55010

Position Family: Workforce Management

Workforce Manager	54005
Workforce Analyst	54015
Workforce Planner	54020
Queue Manager	54010
Quality Assurance Manager - Contact Centre	54006

Position Description

Position title: Credit / Collections Manager
Position code: 14130
Level: 4

Responsible for

Maintaining organisational debtors within limits of organisation's policy and ensuring protection of an organisation's investments, minimising losses and improving recoveries.

Report to

Financial Controller, Contact Centre Operations Manager

Supervises

Credit Control Representatives, Collection Representatives.

Main activities

- Devising, maintaining and administering the organisation's credit policy so as to provide planned cash flow for the business and to minimise the organisation's exposure to risk.
- Authorising the granting of credit to selected customers within the guidelines of company policy.
- Directing and supervising the activities of the Credit Control function, ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels.
- Producing accurate and timely reports to monitor accounts and recommending policy and action on bad debt and escalating outstanding debts for debt collection.
- Occasionally liaising directly with major debtors and negotiating new credit terms (in conjunction with Sales).
- Developing and maintaining relationships with relevant external organisations (e.g. Police and Bankruptcy Agencies), leading to an effective exchange of confidential information.
- Ensuring that systems documentation and procedures comply with legal/legislative requirements so as to avoid litigation and loss of income.
- Assisting in the learning and development of operational staff to maintain and improve the efficiency of credit control.

Key skills

- Ability to limit debtors and implement company credit policy.
- Negotiation and interpersonal skills.
- Strong administration and management skills.

Internal contacts

Sales Managers, Sales Representatives, Sales Administration staff, Legal department, Operational staff, Finance and Administration staff.

External contacts

Major Debtors, Debt Collection Agencies, Credit Reference Bureaus, Credit Referees, Other Financial Institutions, Solicitors, Financial Counsellors.

Typical experience

At least 7 years of relevant experience typically coupled with CPA or similarly recognised qualifications in Credit Management.

Other comments

May have a functional link to Senior Accounting employees in operating divisions.

Position Description

Position title: Credit / Collections Team Leader
Position code: 14135
Level: 3

Responsible for

Managing a team to deliver efficient and effective debt recovery and maintaining credit worthiness in a professional manner to assist in preserving and initiating business.

Report to

Credit/Collections Manager.

Supervises

Credit Control Representatives, Collection Representatives

Main activities

- Maintaining and administering the organisation's credit policy to minimise exposure to risk.
- Authorising the granting of credit to selected customers within the guidelines of company policy.
- Supervising the activities of the credit/collections team, ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels.
- Ensuring that systems documentation and procedures comply with legal/legislative requirements so as to avoid litigation and loss of income.
- Recruiting, training and developing staff.
- Reviewing procedures to ensure efficiency of operation.
- Play an active role in considering new technologies and new work practices.
- Dealing with complex/escalated queries.
- Produce accurate and timely reports to monitor accounts and recommend action on bad debt, escalating outstanding debt for debt collection.
- Maintaining relationships with relevant external organisations (e.g. Police, Bankruptcy Agencies, Debt Collections Agencies) leading to an effective exchange of confidential information.

Key skills

- Ability to limit debtors and implement company credit/collection policy
- Negotiation and interpersonal skills.
- Strong administration and team management skills.
- Ability to train, motivate and provide feedback to staff in a team environment.
- Good facilitation and communication skills.

Internal contacts

Finance, Contact Centre Operations, Sale and Marketing teams

External contacts

External credit agencies, customers

Typical experience

3-5 years relevant experience, usually coupled with a recognised qualification - diploma or certificate.

Other comments

Position Description

Position title:	Senior Credit / Collections Representative
Position code:	14140
Level:	3

Responsible for

Minimising organisational debtors and resultant bad debts within limits of company policy through the application of pre-determined procedures, and supervising and training staff in their role of collecting arrears and performing general Credit Control duties.

Report to

Credit Manager.

Supervises

Can supervise Credit Control Representatives.

Main activities

- Directing and supervising the activities of the Credit Control function, ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels.
- Ensuring speedy and effective recovery of amounts outstanding often dealing with debt collection agencies by personal and telephone contact.
- Authorising the granting of credit to selected customers within the guidelines of company policy.
- Ensuring that correct company procedures and guidelines are followed - acting as a checking/supervising officer.
- Continually training and developing operational staff in order to maintain and improve the efficiency of Credit Control.
- Producing accurate and timely reports to monitor accounts and recommending policy and action on bad debt and passing on outstanding debts for debt collection.
- Trying to resolve the more difficult cases by liaising with Financial Counsellors, solicitors and other legal bodies.

Key skills

- Ability to limit debtors and implement company credit policy.
- Staff supervisory skills.
- Strong administration, organisation and procedural knowledge.

Internal contacts

Sales Managers, Sales Representatives, Sales Administrative staff, Legal department, Operational staff, Finance and Administration staff.

External contacts

Major Debtors, Debt Collection Agencies, Credit Reference Bureaus, Credit Referees, Other Financial Institutions, Solicitors, Financial Counsellors.

Typical experience

At least 4-5 years of relevant collections experience and may possess qualifications in Credit Management.

Other comments

Position Description

Position title: Credit / Collections Representative
Position code: 14145
Level: 2

Responsible for

Establishing the credit worthiness of customers and granting credit and/or managing debt recovery within pre-established policy guidelines.

Report to

Credit/Collections Manager, Financial Controller.

Supervises

Typically no supervisory responsibilities

Main activities

- Investigating credit worthiness of potential customers prior to entering into business arrangements and/or existing customers prior to entering into extended business arrangements.
- Granting credit or recommending approval for credit within policy guidelines.
- Preparing reports on credit ratings on customers.
- Participating in studies of economic conditions in selected industries and recommending appropriate changes in credit limits and practices.
- Entering, maintaining and reconciling monthly debtor accounts.
- Ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels through contact with customers by one or more channels.
- Recommending actions to be taken with delinquent accounts and bad debts and passing on outstanding debts for debt collection and/or further legal action.
- Processing all administrative material as required, processing computer returns and dealing with personal enquiries.

Key skills

- Ability to limit debtors and implementing company credit policy.
- Strong administrative, procedural and organisational skills.
- Ability to deal with difficult customers and build relationships at all levels.
- Excellent written and oral communication skills.
- Strong negotiation skills.

Internal contacts

Sales Managers, Sales Representatives, Sales Administrative staff, Customer Operations staff, Finance teams

External contacts

Major Debtors, Debt Collection Agencies.

Typical experience

A minimum of 12 months experience coupled with a recognised qualification - diploma or certificate.

Other comments

Position Description

Position title: Credit Assessment Specialist
Position code: 14155
Level: 2

Responsible for

Establishing the credit worthiness of customers by examining, evaluating and processing applications for credit or loans within pre-established policy guidelines.

Report to

Credit/Collections Manager.

Supervises

No supervisory responsibilities.

Main activities

- Investigating credit worthiness of potential customers prior to entering into business arrangements and/or existing customers prior to entering into extended business arrangements.
- Granting credit or recommending approval for credit within policy guidelines.
- Preparing reports on credit ratings on customers.
- Participating in studies of economic conditions in selected industries and recommending appropriate changes in credit limits and practices.
- Entering, maintaining and reconciling monthly debtor accounts.
- Ensuring both the timely collection of outstanding amounts and the maintenance of outstanding debts at acceptable levels through contact with customers by operating in a contact centre.
- Recommending actions to be taken with delinquent accounts and bad debts and passing on outstanding debts for debt collection and/or further legal action.
- Processing all administrative material as required, processing computer returns and dealing with personal enquiries.

Key skills

- Ability to limit debtors and implementing organisational Credit Control policy.
- Strong administrative, procedural and organisational skills.
- Ability to deal with difficult customers and build relationships at all levels.
- Excellent written and oral communication skills.

Internal contacts

Sales Managers, Sales Representatives, Sales Administrative Staff, Operations Staff, Warehouse & Dispatch Staff.

External contacts

Major Debtors, Debt Collection Agencies.

Typical experience

A minimum of 12 months experience coupled with a recognised qualification - diploma or certificate.

Other comments

May be a member of the Australian Institute of Credit Management. This role works in a contact centre environment. For non-contact centre role, refer to Credit Control Officer.

Position Description

Position title: Recoveries Specialist
Position code: 14160
Level: 2

Responsible for

Tracking down customers who have outstanding payment and negotiating the payment from the customers.

Report to

Credit/Collections Manager.

Supervises

No supervisory responsibilities.

Main activities

- Researching the whereabouts of customers using skip tracing tools.
- Conducting outbound calls to track down the customers.
- Recording all the findings and actions taken.
- Negotiating with customers for payment.
- Accepting payment arrangements and settlements within an approved level.
- Preparing instructions to legal representatives.

Key skills

- Knowledge of skip tracing methods and tools.
- Sound knowledge of guidelines and practices in debt collection.
- Outstanding negotiation skills.
- Ability to maintain a positive and professional phone manner.
- Excellent written and verbal communication skills.
- A persistent attitude towards uncovering hidden details.
- Proficient computer skills.

Internal contacts

Legal, Sales, Finance.

External contacts

Customers.

Typical experience

At least 3 years experience in legal/collections role with customer service experience.

Other comments

Position Description

Position title:	Contact Centre Team Leader - Inbound
Position code:	50005
Level:	3

Responsible for

Managing a team to ensure that customer and adviser contact is handled in a professional manner to assist in preserving and initiating business.

Report to

Contact Centre Manager.

Supervises

Contact Centre Representatives/Agents, Customer Service Representatives.

Main activities

- Ensuring appropriate responses to all customer and Agents requests/queries within timeframes and service levels for a particular channel.
- Dealing with complex contact channel inquiries.
- Recruiting, training and developing staff.
- Helping formulate and achieve team goals.
- Reviewing procedures to ensure efficiency of operation.
- Playing an active role in considering new technologies and new work practices.
- Work with other Team Managers/Leaders to achieve centre and company objectives and liaise with those divisions providing operational support.
- Ensure delivery to call centre key performance indicators, implementing performance management programmes where necessary to ensure maximum achievement of goals and service levels.

Key skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Good facilitation and communication skills.
- Ability to plan and organise in a team environment.
- Ability to work under pressure.
- Ability to actively participate in or to lead group meetings.

Internal contacts

Workforce management, Support, Sales and Marketing

External contacts

Clients.

Typical experience

A minimum of 3-4 years experience in a Customer Service environment.

Other comments

Position Description

Position title: Contact Centre Complaints Resolution Coordinator
Position code: 50020
Level: 2

Responsible for

Investigating and resolving all complaints from consumers satisfactorily and professionally.

Report to

Customer Response Centre Manager

Supervises

No supervisory responsibilities.

Main activities

- Resolving all customer complaints in a professional manner and investigating (and recommending) solutions to enable assurance to customers that problems will not re-occur.
- Reporting complaints to Management.
- Liaising with consumer bodies, such as the Small Claims Tribunal (SCT) and the Commerce Commission in relation to complaint issues.
- Compiling monthly performance statistics for Management.

Key skills

- Ability to interpret and implement the policies, procedures, legislation, regulations and objectives of the company.
- Sound communication skills, both oral and written.
- Sound customer service skills.
- Knowledge of the appropriate customer interface, business application and complaint management systems.
- Analytical and reporting skills.

Internal contacts

Sales and Marketing Departments, Management.

External contacts

Customers, SCT and CC.

Typical experience

At least 1 year of experience in Customer Service.

Other comments

Position Description

Position title: Senior Contact Centre Sales Representative - Inbound
Position code: 50030
Level: 2

Responsible for

Up-selling and cross-selling products and services to existing customers with established quality standards through telephone. Dealing with more complex products and services and assisting Contact Centre Sales Representatives.

Report to

Contact Centre Team Leader - Inbound.

Supervises

No supervisory responsibilities.

Main activities

- Up-selling and cross-selling products/services through telephone.
- Using the established system and support to sell products/services within service times.
- Managing escalated issues and ensuring customer satisfaction at all times.
- Identifying sales opportunities from the existing clients database.
- Keeping accurate records of sales activities.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.
- Acting as a mentor to Contact Centre Sales Representatives and assisting with knowledge transfer.

Key skills

- Thorough knowledge of companies products and services.
- Sales skills and ability to identify customer needs.
- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Customer Support, Finance, Sales & Marketing.

External contacts

Customers.

Typical experience

At least 2-4 years of Customer Support experience with experience in sales.

Other comments

This role is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title: Contact Centre Sales Representative - Inbound
Position code: 50025
Level: 1

Responsible for

Up-selling and cross-selling products/services to existing customers through telephone.

Report to

Contact Centre Team Leader - Inbound.

Supervises

No supervisory responsibilities.

Main activities

- Up-selling and cross-selling products/services through telephone.
- Using the established system and support to sell products/services within service times.
- Keeping accurate records of sales activities.
- Identifying sales opportunities from the existing clients database.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.

Key skills

- Good knowledge of companies products and services.
- Sales skills and ability to identify customer needs.
- Good communication (both oral and written) skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Customer Support, Finance, Sales & Marketing.

External contacts

Customers.

Typical experience

Experience in a Customer Service environment.

Other comments

This role is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title:	Sales Administrator/Coordinator/Internal Sales Representative
Position code:	51025
Level:	2

Responsible for

Receiving inbound sales orders, providing product information, advice and support to customers, and maintaining effective internal sales and administrative procedures for the recording of all sales transactions from receipt of order to dispatch and payment.

Report to

Sales Administration/Internal Sales Manager, Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Processing sales orders and arranging the dispatch of products/services sold.
- Receiving inbound customer sales inquiries and providing quotations, product/service information, support and pricing details in response to inbound enquiries, promoting the features and benefits of the organisation's products/services.
- Maintaining the customer database.
- Maintaining sales statistics and records of sales performance.
- Providing administrative support for the production of tenders, bids and other sales related documents.
- Identifying sales leads and escalating them to Sales Representatives.
- Receiving, handling or escalating customer complaints related to the sale of the organisation's products/services.

Key skills

- Excellent organisational and administrative skills.
- Attention to detail.
- Excellent communication skills and a growing Sales focus.
- Sound product/service knowledge.

Internal contacts

Sales Representatives, Sales Management, Marketing Staff, Finance and Administration Staff, Customer and Technical Support, Research and Development Staff, Warehouse and Distribution staff.

External contacts

Clients, Distributors, Suppliers, Government Bodies

Typical experience

Typically 2+ years of experience.

Other comments

Position Description

Position title:	Senior Contact Centre Representative
Position code:	50010
Level:	2

Responsible for

Providing customers with second level support/support for high value customers for all products and services consistent with established quality standards. Dealing with more complex/escalated complaints and assisting Contact Centre Representatives.

Report to

Contact Centre Team Leader - Inbound

Supervises

No supervisory responsibilities.

Main activities

- Providing second level support for a particular contact channel. Using on-line systems to access data and answer customer inquiries within service times.
- Allocating the necessary resources to resolve client problems and queries in an effective and timely manner.
- Managing escalated issues and ensuring customer satisfaction at all times.
- Maintaining a database of clients through regular follow-up of problems and queries.
- Keeping accurate records of support activities.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.
- Act as a mentor to Contact Centre Representatives and assist with knowledge transfer.

Key skills

- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.
- Thorough knowledge of companies products and services.
- Sales skills and ability to identify customer needs.

Internal contacts

Customer Support, Finance, Sales and Marketing

External contacts

Customers.

Typical experience

At least 2-4 years of Customer Support experience.

Other comments

This role is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title: Contact Centre Representative
Position code: 50015
Level: 1

Responsible for

Answering customer inquiries from a particular contact channel accurately and within agreed service times in a professional customer focused manner.

Report to

Contact Centre Team Leader - Inbound.

Supervises

No supervisory responsibilities.

Main activities

- Responding to incoming inquiries offering exceptional customer services regarding the organisation's products and services.
- Using on-line systems to access data and answer customer inquiries within service times.
- Entering customer requests/queries on-line.
- Liaising with other internal areas to provide answers for customers.
- Maintaining statistics for complaints/inquiries.
- Ensuring Agents are advised of any customer inquiries.
- Helping formulate and achieve goals.
- Liaising with Agents on customer inquiries and complaints and escalating issues when necessary.
- Discretion to provide account credits in line with pre-established guidelines.

Key skills

- Excellent telephone manner.
- Good numeric and communication (both oral and written) skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Internal Processing Areas.

External contacts

Clients.

Typical experience

Experience in a Customer Service environment.

Other comments

This role is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title:	Contact Centre General Manager
Position code:	49005
Level:	6

Responsible for

Lead inbound and outbound contact centre functions to deliver sales and service propositions which align with business and channel strategies, achieving customer satisfaction and financial objectives.

Report to

Customer Operations Director.

Supervises

Contact Centre Managers

Main activities

- Deliver customer service, achieving coordination of day to day operations through subordinate managers. Operating and developing the contact centre and offering service delivery to meet the needs of customers.
- Develop short and long-term plans for the contact centre delivering direction, process improvement, human resource capability and organisation support.
- Represent Customer Operations with Sales and Marketing working with business leaders to ensure support of strategies through the delivery of sales and service propositions in a tiered support environment.
- Work with managers to clearly identify and define their responsibilities, developing key performance indicators/goals to ensure effective and efficient operation of the contact centre.
- Undertake regular one to one meetings, team meetings, training and counselling/coaching sessions for all direct reports, conducting regular performance appraisals and remuneration reviews.
- Develop, manage and report on functional budgets including delegating budgetary responsibility and cost centre management to direct reports as appropriate.
- Contribute to the wider Customer Operations/Contact Centre resource and capability strategy.
- Act as a lead change agent for Customer Operations ensuring all change initiatives are planned, structured and deliver overall business objectives.

Key skills

- Proven Contact Centre management experience, including a clear understanding of Contact Centre and CRM packages and technology.
- Developed skills in planning and organising large service delivery functions.
- An ability to think and act at a strategic level.
- Financial management, including budget creation and management.
- Ability to influence customers at the highest level.
- Ability to train, motivate and provide feedback to staff in a team environment.
- Well developed negotiation, facilitation, communication and presentation skills.

Internal contacts

Customer Operations/Support Managers, Sales and Marketing management teams, Operations and Logistics Managers, Systems and Software Development staff.

External contacts

Customers at senior management level, prospects, distributors, sub-contractors and outsource suppliers.

Typical experience

At least 10+ years experience in customer service management, coupled with a relevant tertiary business qualification.

Other comments

Position Description

Position title:	Contact Centre Manager - Premium/High Value Customers
Position code:	49015
Level:	5

Responsible for

Managing specialist Contact Centre teams focused on managing premium/high value customers, ensuring efficient service to customers to assist in preserving and initiating business.

Report to

General Manager, Customer Service.

Supervises

Contact Centre Team Leaders and Representatives.

Main activities

- Operating and developing the Contact Centre and offering service delivery to meet the needs of customers. Managing the daily operation of the Contact Centre to ensure service delivery standards are met and maintained in line with company defined objectives.
- Ensuring customer complaints are actioned and resolved as per Customer Service guidelines.
- Work with team managers to clearly define their responsibilities and develop key performance indicators/goals to ensure effective and efficient operation of the Contact Centre.
- Understanding the regulatory, fair trading and competition rules relating to the role enough to be able to comply with them. Seeking Specialist support where appropriate.
- Actively supporting company policy and best practice in the area of security, with particular emphasis of protection of sensitive customer information.
- Analysing performance, highlighting problem areas and identifying improvement actions.
- Driving improvement projects to improve performance against targets.
- Undertaking regular one-to-one meetings, team meetings (where feasible), training and counselling/coaching sessions for all direct reports, conducting regular performance appraisals and remuneration reviews.
- Budgetary management.
- Liaise with marketing departments regarding launch of new products/services. Manage the impact of new products and services on levels of customer service.

Key skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Negotiation, facilitation and communication skills.
- Planning and organisational skills.
- Budgetary creation and management.

Internal contacts

Senior Management.

External contacts

Clients.

Typical experience

Usually at least 5-8 years of industry experience.

Other comments

Position Description

Position title: Contact Centre Operations Manager
Position code: 49013
Level: 5

Responsible for

Working with all areas of the organisation to improve and develop superior customer service and satisfaction through the implementation of action plans and generation of reports.

Report to

Director of Customer Services.

Supervises

Technical and Report Production staff, all Customer Service staff.

Main activities

- Managing the production of customer service reports and action plans for the regional and global business to improve customer satisfaction.
- Managing service level agreements for Customer Service, providing input at the bid stage for the establishment of commercially suitable plans.
- Facilitating commercial development, working closely with other team members to ensure that an appropriate reporting capability is built.
- Monitoring and managing complaint processes and ensuring tasks are completed in a timely manner.
- Ensuring compliance with regulatory bodies.

Key skills

- Strong Customer Service and decision making skills.
- Good understanding of the organisation's products and services.
- Demonstrated understanding of financial terms and concept.
- Ability to deal with people at all levels.
- Good interpersonal and communication skills.
- Excellent computer skills.

Internal contacts

Customer Service teams, Marketing Staff, Regional Customer Service Manager.

External contacts

Customers, Regulatory Bodies.

Typical experience

At least 5 years experience in a contact centre environment within the relevant industry.

Other comments

Position Description

Position title: Contact Centre Manager
Position code: 49010
Level: 5

Responsible for

Managing Customer Centre teams to ensure efficient service to customers and advisers via telephone and correspondence inquiries.

Report to

General Manager, Customer Service.

Supervises

Contact Centre Team Leaders and Representatives.

Main activities

- Operating and developing the Contact Centre and offering service delivery to meet the needs of customers across all contact channels. Managing the daily operation of the Contact Centre to ensure service delivery standards are met and maintained in line with company defined objectives.
- Ensuring customer complaints are actioned and resolved as per Customer Service guidelines.
- Work with team managers to clearly define their responsibilities and develop key performance indicators/goals to ensure effective and efficient operation of the Contact Centre.
- Understanding the regulatory, fair trading and competition rules relating to the role enough to be able to comply with them. Seeking Specialist support where appropriate.
- Actively supporting company policy and best practice in the area of security, with particular emphasis of protection of sensitive customer information.
- Analysing performance, highlighting problem areas and identifying improvement actions.
- Driving improvement projects to improve performance against targets.
- Undertaking regular one-to-one meetings, team meetings (where feasible), training and counselling/coaching sessions for all direct reports, conducting regular performance appraisals and remuneration reviews.
- Budgetary management.
- Liaise with marketing departments regarding launch of new products/services. Manage the impact of new products and services on levels of customer service.

Key skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Negotiation, facilitation and communication skills.
- Planning and organisational skills.
- Budgetary creation and management.

Internal contacts

Senior Management.

External contacts

Clients.

Typical experience

Usually at least 5-8 years of industry experience.

Other comments

Position Description

Position title: Assistant Contact Centre Manager
Position code: 49020
Level: 4

Responsible for

Assisting in managing Contact Centre teams to ensure efficient service to customers and advisers via different contact channels and correspondence inquiries.

Report to

Contact Centre Manager.

Supervises

Contact Centre Team Leaders and Contact Centre Representatives.

Main activities

- Assisting in the daily operation of the Contact Centre to ensure service delivery standards are met and maintained in line with company defined objectives, for one or more contact channels.
- Ensuring customer complaints are actioned and resolved as per Customer Service guidelines.
- Assisting in the development and implementation of projects to improve performance against targets.
- Assisting in the analysis of performance and identification of improvement areas.
- Understanding the regulatory, fair trading and competition rules relating to the role enough to be able to comply with them. Seeking specialist support where appropriate.
- Actively supporting company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer information.
- Coaching and mentoring team leaders/managers while assisting in their training and development.
- Assisting in budgetary management.
- Assisting to manage the impact to new products and services on levels of customer service.

Key skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Negotiation and facilitation skills.
- Good written and oral communication skills.
- Planning and organisational skills.

Internal contacts

Contact Centre Manager, Senior Management.

External contacts

Clients.

Typical experience

5+ years industry experience.

Other comments

Position Description

Position title: Contact Centre Team Leader
Position code: 12040
Level: 3

Responsible for

Managing a team to ensure that customer and adviser contact is handled in a professional manner to assist in preserving and initiating business.

Report to

Contact Centre Manager.

Supervises

Contact Centre Officers.

Main activities

- Ensuring appropriate responses to all customer and Agent requests/queries within timeframes and service levels.
- Dealing with complex telephone and written inquiries.
- Recruiting, training and developing staff.
- Helping formulate and achieve team goals.
- Reviewing procedures to ensure efficiency of operation.
- Playing an active role in considering new technologies and new work practices.

Key skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Good facilitation and communication skills.
- Ability to plan and organise in a team environment.
- Ability to work under pressure.
- Ability to actively participate in or to lead group meetings.

Internal contacts

Internal Processing Areas.

External contacts

Clients.

Typical experience

A minimum of 5 years experience in a Customer Service environment.

Other comments

Position Description

Position title: Senior Online Contact Centre Representative
Position code: 50040
Level: 3

Responsible for

Interacting with customers for support/services and sales opportunities through company's website, email and social media platforms. Dealing with more complex issues, products and services and assisting Online Contact Centre Representatives.

Report to

Contact Centre Assistant Manager.

Supervises

No supervisory responsibilities.

Main activities

- Being active on digital platforms, tracking customers activities and responding when necessary.
- Managing escalated issues and ensuring customer satisfaction at all times.
- Identifying sales opportunities from the digital platforms.
- Keeping accurate records of online activities.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.
- Acting as a mentor to Online Contact Centre Representatives and assisting with knowledge transfer.

Key skills

- Very familiar with various social media platforms.
- Thorough knowledge of companies products and services.
- Ability to identify customer needs.
- Ability to deal with customers in a highly professional manner.
- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Customer Support, Finance, Sales & Marketing.

External contacts

Customers.

Typical experience

At least 5 years of Customer Support experience.

Other comments

This role deals with clients through digital channels only. For telephone support roles, please refer to other senior contact centre representatives.

Position Description

Position title: Online Contact Centre Representative
Position code: 50045
Level: 2

Responsible for

Interacting with customers for support/services and sales opportunities through company's website, email and social media platforms.

Report to

Contact Centre Assistant Manager.

Supervises

No supervisory responsibilities.

Main activities

- Being active on digital platforms, tracking customers activities and responding when necessary.
- Identifying sales opportunities from the digital platforms.
- Keeping accurate records of online activities.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.

Key skills

- Familiar with various social media platforms.
- Knowledge of companies products and services.
- Ability to identify customer needs.
- Ability to deal with customers in a professional manner.
- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Customer Support, Finance, Sales & Marketing.

External contacts

Customers.

Typical experience

At least 3 years of Customer Support experience.

Other comments

This role deals with clients through digital channels only. For telephone support roles, please refer to other contact centre representatives.

Position Description

Position title: Contact Centre Team Leader - Outbound
Position code: 51005
Level: 3

Responsible for

Managing a team to ensure that customer and adviser contact is handled in a professional manner to assist in preserving and initiating business.

Report to

Contact Centre Manager.

Supervises

Contact Centre Representatives/Agents, Customer Service Representatives.

Main activities

- Ensuring appropriate responses to all customer and Agents requests/queries within timeframes and service levels.
- Dealing with complex inquiries for one or more channels.
- Recruiting, training and developing staff.
- Helping formulate and achieve team goals.
- Reviewing procedures to ensure efficiency of operation.
- Playing an active role in considering new technologies and new work practices.
- Work with other Team Managers/Leaders to achieve centre and company objectives and liaise with those divisions providing operational support.
- Ensure delivery to Contact Centre key performance indicators, implementing performance management programmes where necessary to ensure maximum achievement of goals and service levels.

Key skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Good facilitation and communication skills.
- Ability to plan and organise in a team environment.
- Ability to work under pressure.
- Ability to actively participate in or to lead group meetings.

Internal contacts

Workforce management, Support, Sales and Marketing

External contacts

Clients.

Typical experience

A minimum of 3-4 years experience in a Customer Service environment.

Other comments

Position Description

Position title: Contact Centre Account Manager - Outbound
Position code: 51015
Level: 2

Responsible for

Developing relationships with assigned accounts in order to increase revenue, build loyalty and reduce churn.

Report to

Team Manager

Supervises

No supervisory responsibilities.

Main activities

- Maintaining telephone contact with key customers in order to build strong, trusting relationships using one or more contact channels
- Selling products/services by making outbound contact with existing and new customers.
- Working through a list of contacts to promote the organisation's products and services with the aim of generating new sales.
- Generating sales leads by assessing customer needs, with established key customers closing the sale or arranging appointments with Sales Representatives in the field where necessary.
- Entering changes to contact details in the database and detailing the requirements for follow up contact with customers.
- Collecting market intelligence from customer contacts during sales calls, and producing reports on market intelligence for Management.
- Generating statistics on the number of contacts required to close a sale.

Key skills

- Proven sales ability via the telephone.
- Excellent communication skills and telephone manner.
- Administrative ability.
- Sound product/service knowledge.

Internal contacts

Sales Representatives, Accounts and Credit Control staff, Warehouse and Distribution staff.

External contacts

Clients and prospective clients.

Typical experience

2+ years of sales experience.

Other comments

This role is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title: Contact Centre Representative - Outbound
Position code: 51010
Level: 1

Responsible for

Proactively contacting existing customers regarding current outbound campaigns in a customer focused manner with a view to preserving and initiating business.

Report to

Contact Centre Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Conducting outbound contact with existing customers, offering exceptional customer service and representing the organisation's products and services.
- Establishing customers' needs and identifying secondary or hidden needs, attempting to add value accordingly.
- Using on-line systems to access data and assist customers as necessary.
- Liaising with other internal areas to provide answers for customers.
- Maintaining statistics for complaints/inquiries.
- Helping formulate and achieve goals.
- Liaising with Agents on customer inquiries and complaints and escalating issues where necessary.
- Discretion to provide account credits in line with pre-established guidelines.

Key skills

- Excellent client facing manner.
- Good numeric and communication (both oral and written) skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Internal Processing Areas.

External contacts

Clients.

Typical experience

Experience in a Customer Service environment.

Other comments

This role is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title:	Contact Centre Sales Representative - Outbound
Position code:	50035
Level:	2

Responsible for

Selling products and services to new customers with established quality standards through telephone.

Report to

Contact Centre Team Leader - Outbound.

Supervises

No supervisory responsibilities.

Main activities

- Warm and hot calling potential customers from the list of leads generated to sell products/services within service times.
- Keeping accurate records of sales activities.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.

Key skills

- Thorough knowledge of companies products and services.
- Sales skills and ability to convince customers.
- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.

Internal contacts

Customer Support, Finance, Sales & Marketing.

External contacts

Customers.

Typical experience

At least 2-4 years of Customer Support experience with experience in sales.

Other comments

This role is suited to employees that deal with clients primarily through the telephone. For employees that primarily deal with clients through other digital channels please refer to the Online job family.

Position Description

Position title: Campaign Specialist
Position code: 51020
Level: 2

Responsible for

Achieving an agreed revenue target or sales quota by identifying and gaining business from new and existing clients and ensuring complete customer satisfaction when dealing with the organisation.

Report to

Sales Manager, Business Unit Sales Manager, Senior Sales Manager.

Supervises

No supervisory responsibilities.

Main activities

- Working closely with new and existing clients, under supervision, to determine their present and future needs and proposing suitable products, services and upgrades in order to maintain and grow revenue for the organisation.
- Maintaining call rates to assure contact with assigned clients and acting as the main interface between the client and the organisation to ensure an optimal level of service is provided at all times.
- Understanding the customer's objectives, buying criteria and decision making processes and forming long term business partnerships in order to leverage revenue from the relationship and promote the organisation as a quality supplier with the aim of achieving "preferred" supplier status.
- Negotiating price and volume discounts (where applicable) in accordance with the organisation's policies and liaising with Technical Support staff regarding technical issues to ensure client retention and continued business.
- Identifying and gaining new business through a sustained program of cold calling, mailing and following up referrals/leads and keeping abreast of competitor's Sales strategies.
- Assisting with conducting product demonstrations (where applicable) and coordinating the preparation of Sales proposals, tenders/bids, contracts and Account Management plans.
- Coordinating, conducting and participating in Sales promotions, campaigns, events and displays.

Key skills

- Growing Sales ability including negotiation skills, persuasive ability and excellent communication skills.
- Developing product and industry knowledge coupled with the ability to deal with clients at all levels and translate client needs into a complete solution.

Internal contacts

Sales Management, Sales Administration staff, Marketing staff, Customer and Technical Support, Research and Development staff, Warehouse and Distribution staff.

External contacts

Customers, Suppliers.

Typical experience

1+ years of Sales experience, and may possess relevant tertiary qualifications.

Other comments

Position Description

Position title: Contact Centre Team Leader - Premium/High Value Customers
Position code: 52005
Level: 3

Responsible for

Managing a team of specialist Contact Centre Officers focused on managing premium/high value customers, ensuring that customer contact is handled in a professional manner to assist in preserving and initiating business.

Report to

Contact Centre Manager.

Supervises

Contact Centre Representatives/Agents, Customer Service Representatives.

Main activities

- Ensuring appropriate responses to all customer and Agents requests/queries within timeframes and service levels, across one or more contact channels
- Dealing with complex customer inquiries.
- Recruiting, training and developing staff.
- Helping formulate and achieve team goals.
- Reviewing procedures to ensure efficiency of operation.
- Playing an active role in considering new technologies and new work practices.
- Work with other Team Managers/Leaders to achieve centre and company objectives and liaise with those divisions providing operational support.
- Ensure delivery to Contact Centre key performance indicators, implementing performance management programmes where necessary to ensure maximum achievement of goals and service levels.

Key skills

- Ability to train, motivate and provide feedback to staff in a team environment.
- Good facilitation and communication skills.
- Ability to plan and organise in a team environment.
- Ability to work under pressure.
- Ability to actively participate in or to lead group meetings.

Internal contacts

Workforce management, Support, Sales and Marketing

External contacts

Clients.

Typical experience

A minimum of 3-4 years experience in a Customer Service environment.

Other comments

Position Description

Position title:	Senior Contact Centre Representative - Premium/High Value Customers
Position code:	52010
Level:	2

Responsible for

Providing premium/high value customers with second level support/support for all products and services consistent with established quality standards. Dealing with more complex/escalated complaints and assisting Contact Centre Representatives.

Report to

Contact Centre Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Providing second level support by voice and electronic means. Using on-line systems to access data and answer customer inquiries within service times across one or more contact channels.
- Allocating the necessary resources to resolve client problems and queries in an effective and timely manner.
- Actively identify opportunities to enhance customer relationships, maximising loyalty and minimising churn through the suggestion of loyalty generating offers and developing an increased understanding of any issues.
- Identifying sales opportunities through needs and value based selling.
- Managing escalated issues and ensuring customer satisfaction at all times.
- Maintaining a database of clients through regular follow-up of problems and queries.
- Keeping accurate records of support activities.
- Attending relevant product and skill courses and passing on relevant points to other Consultants.
- Keeping Management aware of potential areas for product, services and education sales.
- Act as a mentor to Contact Centre representatives and assist with knowledge transfer.

Key skills

- Strong service orientation with excellent communication skills.
- Proficient computer skills.
- Good interpersonal and team skills.
- Thorough knowledge of companies products and services.
- Sales skills and ability to identify customer needs.

Internal contacts

Customer Support, Finance, Sales and Marketing

External contacts

Customers.

Typical experience

At least 2-4 years of Customer Support experience.

Other comments

Position Description

Position title: Call Quality Assurance Analyst
Position code: 56020
Level: 3

Responsible for

Reviewing calls and identifying quality issues to improve the service quality of the contact centre staff.

Report to

Contact Centre Manager.

Supervises

No supervisory responsibility.

Main activities

- Listening to calls and reviewing relevant documents.
- Ensuring the accuracy and consistency among the contact centre team.
- Analysing the areas of strength and weakness to improve the quality of the calls.
- Identifying process improvements framework and training needs
- Being proactive in providing feedback.
- Maintaining records of calls.

Key skills

- Excellent communication skills.
- Process improvement.
- Customer support experience.
- Knowledge of company standard practices.
- Quality assurance analytical skills.

Internal contacts

Contact centre team.

External contacts

None.

Typical experience

At least 5 years experience in contact centre.

Other comments

Position Description

Position title: Contact Centre Trainer
Position code: 56005
Level: 3

Responsible for

Conducting internal contact centre induction/training programs which provide the acquisition of skills necessary to perform essential operating functions.

Report to

Contact Centre Manager, Customer Operations Manager.

Supervises

No supervisory responsibilities.

Main activities

- Assisting in the development of internal training courses in line with ongoing needs identified with management.
- Conducting regular training sessions to ensure staff competence both in the controlled classroom-type environment and also in relation to the workplace.
- Maintaining up-to-date records of training activities.
- Assisting in identifying performance problem areas and recommending various training methods and development to improve performance.
- Modifying training courses often using audio-visual training techniques.
- Monitor effectiveness of training programmes to ensure requirements are being met.

Key skills

- Organisational and communication skills.
- Experience in developing training material and programmes and procedural documentation.
- Training facilitation
- Appreciation of different learning styles.

Internal contacts

Sales and Marketing, Customer Service, HR

External contacts

Educational and training institutes, training consultancies.

Typical experience

2-5 years training experience with relevant qualification (certificate or diploma). Previous experience as Contact Centre Representative/Customer Service Representative.

Other comments

Position Description

Position title: Contact Centre Operations - Support Services (Level 2)
Position code: 56015
Level: 2

Responsible for

Supporting the delivery of products and services through the provision of back-office support.

Report to

Team Leader, Contact Centre Operations Support.

Supervises

No supervisory responsibilities. May train and mentor Level 1 Support Services employees.

Main activities

- Provide support to internal and external parties by processing product and/or service orders and provisioning where necessary.
- Understand and utilise internal systems and/or third party portals/systems to complete provisioning.
- Trouble shoot customer queries, managing escalated issues from Level 1 Support Services employees and escalating complex issues where necessary. Taking ownership of issues, managing through to successful conclusion.
- Recognise opportunities to educate customers on services, systems and products during contact.
- Identify and source necessary resources to deliver value-added service.
- Champion new products/services/propositions into the team.
- Assist with the development and implementation of campaign/promotional activities.
- Adhere to business unit guidelines, ensuring delivery meets agreed key performance indicators.
- Monitor team queues, ensuring appropriate cover is arranged where needed.
- Ability to offer customers credit adjustments up to \$500 without prior approval.

Key skills

- Computer literate - able to manage multiple systems.
- High level of personal responsibility and self management.
- Strong communications skills - both written and oral.

Internal contacts

Contact Centre Operations, Sales and Marketing, Finance and Technology teams.

External contacts

Customers, Credit Review Agencies, Vendors and Dealers/Retailers.

Typical experience

1+ years of experience working in a contact centre environment - prior experience in Level 1 Support Specialist role preferred.

Other comments

Position Description

Position title: Contact Centre Operations - Support Services (Level 1)
Position code: 56010
Level: 1

Responsible for

Supporting the delivery of products and services through the provision of back-office support.

Report to

Team Leader, Contact Centre Operations Support.

Supervises

No supervisory responsibilities.

Main activities

- Provide support to internal and external parties by processing product and/or service orders and provisioning where necessary.
- Understand and utilise internal systems and/or third party portals/systems to complete provisioning.
- Trouble shoot customer queries, escalating where necessary.
- Adhere to business unit guidelines, ensuring delivery meets agreed key performance indicators and goals.
- Ability to offer customers credit adjustments up to \$500 without prior approval.

Key skills

- Computer literate - able to manage multiple systems.
- High level of personal responsibility and self management.
- Strong communications skills - both written and oral.

Internal contacts

Contact Centre Operations, Sales and Marketing, Finance and Technology teams.

External contacts

Customers, Credit Review Agencies, Vendors and Dealers/Retailers.

Typical experience

At least 1 years of experience working in a contact centre environment.

Other comments

Position Description

Position title: Call Dispatch Operator
Position code: 56018
Level: 2

Responsible for

Understanding routine tasks with the company's response centre, providing the means by which requests are logged, allocated to engineers and dispatched.

Report to

Contact/Response Centre Manager or Customer Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Receiving customer contacts from one or more contact channels, clarifying requirements, logging into contact dispatch system.
- Maintaining a highly professional image to present company to customers.
- Checking customer contract details to establish level of service agreement and resolving any difference between expectations and contractual obligations.
- Ensuring all processes involved with the Response Centre are of a high quality, accurate, are carried out in a timely manner, according to procedures.
- Validating the customer database, access and permission to the service and general systems of maintenance.
- Ensuring that everything is operating in relation to care of assets within area.
- Collating statistical information from the contact dispatch system as a basis for monitoring branch performance.
- Ensuring queue length and contact wait times are kept to a minimum.
- Ensuring specified work periods are adhered to.
- Assisting Supervisor and Administrator in various tasks concerning performance operation of Response Centre.

Key skills

- Ability to deal with busy, high-pressure situations.
- Familiarity with the computerised dispatch program.
- Good client facing manner.

Internal contacts

Customer Service staff.

External contacts

Customers at varying levels.

Typical experience

Should have some client communications skills as well as contact scheduling experience/training.

Other comments

Position Description

Position title: Technical Support Centre Manager
Position code: 24125
Level: 5

Responsible for

Effectively managing a Technical Support Centre (at both an operational and strategic level) to ensure customers are provided with the highest level of Technical Support.

Report to

Regional Customer Support Manager.

Supervises

Technical Support Centre staff.

Main activities

- Managing Technical Support Centre resources efficiently in line with business needs and client demand.
- Meeting agreed service levels by leading a team/or teams of Technical Support Analysts in the provision of high level Technical Support to clients.
- Assisting with the building and maintenance of the Technical Support revenue stream and expense control.
- Managing client expectations and escalating critical situations to Senior Management.
- Designing Technical Support strategies for new products and improving those strategies for existing products.
- Defining and maintaining Technical Support Centre policies and procedures.
- Measuring productivity and developing plans to streamline and enhance productivity.
- Liaising with platform partners to ensure Technical Support co-operation.
- Participating in strategy planning for the Technical Support Centre.
- Identifying training requirements and personal development plans for Technical Support Centre staff.

Key skills

- Strategic leadership skills.
- Excellent communication skills.
- Organisational and administrative ability.
- Ability to guide and motivate individuals.
- Ability to interpret the complexity of technical problems.

Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

External contacts

Customers, Distributors, Parts Suppliers, Contractors.

Typical experience

At least 5 years of experience within a Technical Support Analyst role, coupled with at least 5 years of supervisory experience.

Other comments

Position Description

Position title: Technical Support Team Leader
Position code: 55005
Level: 4

Responsible for

Providing customers with the highest standard of Technical Support through the effective supervision of a team of Technical Support Analysts and Specialists.

Report to

Technical Support Centre Manager.

Supervises

A team of Technical Support Analysts and/or Specialists.

Main activities

- Managing team resources efficiently in line with business needs and client demand.
- Meeting agreed service levels by leading a team of Technical Support Analysts in the provision of high level Technical Support to customers.
- Understanding the complexity of escalated technical problems in order to properly allocate resources to developing and implementing solutions in the most cost effective manner.
- Developing and coordinating the team rosters to ensure the availability of required resources and ensure that employee productivity is enhanced.
- Ensuring the dispersal of pertinent information to Technical Support staff regarding products, services and clients.
- Identifying training needs within the team and ensuring individual development improves team and individual performance. Facilitating higher morale and productivity within the Technical Support team.
- Managing client expectations and escalating critical situations to Management.
- Ensuring accuracy and quality of work and encouraging innovative action.
- Contribute to the on-going design, implementation and management of improvement strategies for the Support Centre.
- Define, implement and manage incident analysis, identifying and creating incident records, and undertaking diagnosis of the cause of incidents putting forward recommendations for improvement.

Key skills

- Leadership skills.
- Excellent communication skills.
- Organisational and administrative ability.
- Ability to guide and motivate individuals.
- Ability to interpret the complexity of technical problems.
- ITIL foundation certification.
- A+, MS Windows, MS Office certifications.
- MCSE or similar.

Internal contacts

Sales and Marketing staff, Systems and Software Development staff.

External contacts

Customers, Distributors, Parts Suppliers, Contractors.

Typical experience

At least 2-4 years of experience within a Technical Support Analyst role, coupled with 2 years of supervisory experience. This experience is typically coupled with a relevant tertiary qualification.

Other comments

Position Description

Position title: Solutions Support Specialist
Position code: 55015
Level: 3

Responsible for

Providing basic Technical Support and fault/problem management support to existing customers relation to maintenance, installation, use and repair of organisational products and for promoting customer satisfaction.

Report to

Technical Support Centre Manager, Technical Support Team Leader.

Supervises

No supervisory responsibilities.

Main activities

- Providing basic technical support from a remote location either by telephone or email, using on-line systems to access data and answer customer enquiries within service times.
- Resolving client problems and queries in an effective and timely manner - updating clients on progress during problem resolution.
- Identifying more complex technical issues for escalation and effectively using the pre-established escalation process.
- Provide expert and accurate solutions to user issues to ensure user satisfaction and productivity, allocating the necessary resources to resolve client problems and queries in an effective and timely manner.
- Managing escalated issues and ensuring customer satisfaction at all times.
- Maintaining a database of clients through regular follow-up of problems and queries, keeping accurate records of support activities.
- Attending relevant product and skill courses and passing on relevant points to other consultants.
- Keeping management aware of potential areas for product, services and education sales.
- Act as a mentor to Support Analysts and assist with their knowledge transfer.

Key skills

- Strong customer service orientation.
- Excellent communication skills.
- Problem analysis and problem solving skills.

Internal contacts

Customer Support, Sales and Marketing staff, Systems and Software Development staff, Contracts and IT staff.

External contacts

Customers - mainly at an operational level.

Typical experience

At least 2 years operating software, hardware and/or network experience, or at least 1 year of Technical Support experience. This experience is typically coupled with a relevant tertiary qualification.

Other comments

Employees in this role would typically be the first point of contact for clients within the Technical Support Centre.

Position Description

Position title: Solutions Support Analyst
Position code: 55010
Level: 2

Responsible for

Providing basis technical support and fault/problem management support from a Customer Support Centre to existing customers for company or specialised products.

Report to

Customer Support Manager.

Supervises

No supervisory responsibilities.

Main activities

- Provide second level support by voice and electronic means. Using on-line systems to access data and answer customer enquiries within service times.
- Conduct standard troubleshooting of customer support requests ensuring a high level of first contact resolution.
- Provide expert and accurate solutions to user issues to ensure user satisfaction and productivity, allocating the necessary resources to resolve client problems and queries in an effective and timely manner.
- Managing issues and ensuring customer satisfaction at all times.
- Maintaining a database of clients through regular follow-up of problems and queries.
- Keeping accurate records of support activities.
- Attending relevant product and skill courses and passing on relevant points to other consultants.
- Keeping management aware of potential areas for product, services and education sales.

Key skills

- Good organisational ability.
- Service orientated with excellent communication skills.
- A+ and MS Windows certifications.
- Excellent customer service, problem solving skills and attention to detail.
- Demonstrated experience in a technical/fault environment.

Internal contacts

Technology/IT staff, Sales and Marketing staff; Systems and Software Development staff.

External contacts

Customers

Typical experience

At least 2 years experience in a customer service environment.

Other comments

Position Description

Position title: Workforce Manager
Position code: 54005
Level: 5

Responsible for

Providing resource planning and management for customer management functions and contact centres to ensure efficient and effective use of staff, facilities and infrastructure.

Report to

Customer Operations Manager, General Manager Customer Operations.

Supervises

Workforce Forecasters, Workforce Analysts, Queue Manager, Schedulers.

Main activities

- Development and refinement of forecasted call volumes, resources requirements and schedules to achieve agreed service levels.
- Deliver resource planning requirements and ensure proactive queue management across virtual and remote sites to ensure optimised resource utilisation of workforce and queue management technologies.
- Identify process improvement opportunities which increase contact centre performance.
- Assess impacts of business activity (e.g. Sales and Marketing launches) that may have direct impact on the contact centre and plan for resource requirements.
- Monitor, measure and report on functional responsibilities.
- Develop and manage a flexible roster framework that meets changing business needs.
- Ensure all rosters are published in an accurate and timely manner.
- Deliver an outage management process that ensures limited impact on the contact centre with quick resolution.
- Effective team management including recruitment and development of all direct reports undertaking performance management and performance appraisals.

Key skills

- Experience within resource management or planning role.
- Strong negotiation and influencing skills.
- Planning and organisational skills.
- Analytical and problem solving skills.
- Experience in managing a team of specialists.
- Demonstrated communication skills - oral and written.
- Knowledge of contact centre technology.

Internal contacts

Customer Operations, Sales and Marketing, Human Resources, Technology/IT

External contacts

Software vendors, User Groups and outsource providers

Typical experience

5+ years commercial experience, with 3+ years management experience. Relevant tertiary qualification in operations, management, statistics or economics.

Other comments

Alternative title: Resource Planning Manager

Position Description

Position title: Workforce Analyst
Position code: 54015
Level: 3

Responsible for

Monitoring, analysing and ensuring that the organisation's contact centre operations are efficient and cost effective.

Report to

Workforce Manager, Contact Centre Operations Manager

Supervises

No supervisory responsibilities.

Main activities

- Developing staffing rosters that ensure contact centre staff are scheduled for maximum efficiency to meet the organisation's demand.
- Ensuring that all rosters and schedules are created in line with accurate traffic profiles including historical and current contact channel volume data, program and operational requirements and capacity plans.
- Conducting ongoing monitoring of queue operations, responding in consultation with Team Leaders/Managers to variances in cost effective ways and in accordance with volume related KPIs and service quality standards.
- Advising Team Leaders/Managers of the most cost effective use of leave without pay, overtime and other flexible staffing options to balance resource demands.
- Resolving issues and making recommendations to ensure the profitability, productivity and overall success of any program in a timely and cost effective manner. Escalating more complex issues to the Workforce Manager.
- Analysing inbound and outbound operations/programs for the provision of daily, weekly and monthly reports and recommendations for management.
- Providing recommendations to management in pursuit of continuously improving effectiveness and efficiencies of program operations.
- Analysing and providing solutions to support the business to address non-productive time.

Key skills

- Excellent working knowledge of contact centre operations, metrics and related technology.
- High level of mathematical, statistical and analytical skills.
- Excellent communication skills.
- Excellent planning and time management skills.
- Ability to problem solve through selection of appropriate techniques, procedures and information to achieve effective resolution.

Internal contacts

Customer Service and Support, Sales and Marketing.

External contacts

Typical experience

3-4 years experience in a customer service environment.

Other comments

Position Description

Position title: Workforce Planner
Position code: 54020
Level: 2

Responsible for

Managing staffing rosters to ensure contact centre staff are scheduled for maximum efficiency to meet the organisations demand.

Report to

Workforce Manager, Contact Centre Manager

Supervises

No supervisory responsibilities.

Main activities

- Provide support to Workforce Analyst/Forecaster to implement rostering systems ensuring adequate levels of cover.
- Work with Contact Centre Managers and Team Managers to coordinate cover for off-contact activities (such as Team Meetings).
- Works with Queue manager to gain feedback on accuracy of schedules/rosters compared to actual needs on the day.
- Liaise with marketing and sales teams to identify new product/service launch dates to ensure resources are optimised.
- Provide education on scheduling and rostering practices and respond to queries on roster issues such as requests for part-time hours, set shifts, or special requests.
- Provide accurate rosters to Contact Centre Representatives within pre-determined timeframes.

Key skills

- Working knowledge of contact centre operation.
- High level of mathematical, statistical and analytical skills.
- Excellent communication skills.
- Organisational, time management and planning skills.

Internal contacts

Contact Centre Representatives, Workforce team members, Sales and Marketing teams.

External contacts

Typical experience

2-3 years experience in a contact centre environment.

Other comments

Position Description

Position title: Queue Manager
Position code: 54010
Level: 3

Responsible for

Ownership of reporting and monitoring of queue management.

Report to

Workforce Manager.

Supervises

Queue Analysts, Workforce Analyst

Main activities

- Monitor performance levels across all queues, according to relative priority.
- Provide real-time updates to contact centre management regarding queue management and performance.
- Update and maintain IVR prompts to effectively manage contact channel volumes and traffic.
- Provide regular and/or ad hoc reporting to contact centre management.
- Team management, including recruitment and development of staff, regular on-on-ones, performance feedback and conducting performance appraisals and remuneration reviews.

Key skills

- Excellent working knowledge of contact centre operations, metrics and related technology.
- High level of mathematical, statistical and analytical skills.
- Excellent communication skills.
- Excellent planning and time management skills
- Ability to problem solve through selection of appropriate techniques, procedures and information to achieve effective resolution.

Internal contacts

Contact Centre management, Workforce Analysts/Forecasters, Sales and Marketing

External contacts

Typical experience

3-4 years relevant experience in customer service environment, minimum 2 years experience in queue management/workforce management.

Other comments

Position Description

Position title: Quality Assurance Manager - Contact Centre
Position code: 54006
Level: 4

Responsible for

Manage and monitor the processes and practices of the contact centre. Ensure employees use the most effective and efficient means for handling contacts without sacrificing customer service. Provide training, feedback and assistance to contact centre personal to ensure policies and procedures are followed.

Report to

Contact Centre General Manager, Contact Centre Manager

Supervises

No supervisory responsibilities.

Main activities

- Participate in contact channel monitoring formats and suitable quality standards
- Perform contact channel monitoring and provide trend data to management team
- Track performance at team and individual levels
- To design and implement programs aimed at gauging customer feedback and satisfaction
- Preparing audit reports and following up issues as identified.
- Maintaining and improving the corrective action systems, to ensure problems are recorded, and preventative and corrective actions are identified and implemented effectively and timely with outstanding issues monitored.

Key skills

- Broad knowledge of work processes and quality system requirements.
- Strong written and verbal communication skills.
- Strong decision making skills.
- High level of initiative.
- Ability to develop innovative controls to reduce risk and fraud.
- Organised, systematic, thorough, accurate, disciplined.

Internal contacts

Management; Audit; Compliance; Legal.

External contacts

Industry Bodies.

Typical experience

5+ years experience in an Internal Auditor role, coupled with relevant qualifications.

Other comments