

CSI APPOINTS CUSTOMER TRAINING MANAGER

Monday 3rd March, 2003: Kylee Small rejoins CSi this week in the newly created role of Customer Training Manager, marking a time of strategic expansion at CSi and a focus on delivering new, client-oriented services.

"Kylee will be responsible for the establishment of a new profit centre, providing a range of training services and programs to all our clients," says CSi managing director, Peter Barton.

Prior to taking maternity leave in 2002, Kylee was CSi's Client Services Manager – a role focusing on managing and developing CSi's products and services profitably and to best-practice customer service levels. This customer-centric approach will drive the development of the new training services.

"We want to ensure that clients get the best value from their surveys and CSi systems (such as data-entry programs). Kylee's return will enable us to develop and provide the services to achieve this," says Peter.

In 2003, CSi will be developing a range of training seminars and topical conferences for clients, including a comprehensive one-day course on remuneration.

"Our constant focus on the delivery of high-quality services will ensure that we develop and implement training programmes that specifically address the needs of our clients," says Kylee.



Kylee settles into her new role.

“Whether it be a one-on-one session or a group training day, CSi’s aim is to ensure the client gains greater knowledge of the subject in a relaxed, yet professional environment.”

Kylee will be available for consultation on Mondays and Wednesdays.

ENDS

Note: CSi are Australia’s remuneration specialists. We conduct 20 industry-specific salary surveys in Australia and New Zealand and provide remuneration consulting services ranging from executive compensation advice to remuneration technology services.

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