

JOB FAMILIES

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JOB SECTION: MANAGEMENT

49005 [Call Centre General Manager](#)

49015 [Call Centre Manager - Premium/ High Value Customers](#)

49020 [Assistant Call Centre Manager](#)

POSITION DESCRIPTION

Position Title: Call Centre General Manager
Position Code: 49005
Career Level: 6

Responsible for

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

Reports To

Customer Operations Director.

Supervises

Call Centre Managers

Main Activities

- Deliver customer service, achieving coordination of day to day operations through subordinate managers. Operating and developing the call centre and offering service delivery to meet the needs of customers.
- Develop short and long-term plans for the call 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 Call Centre.
- Undertake regular on 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/Call 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 call centre management experience, including a clear understanding of call 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.

POSITION DESCRIPTION

Position Title: Call Centre Manager - Premium/High Value Customers
Position Code: 49015
Career Level: 5

Responsible for

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

Reports To

General Manager, Customer Service.

Supervises

Call Centre Team Leaders and Officers.

Main Activities

- Operating and developing the Call Centre and offering service delivery to meet the needs of customers. Managing the daily operation of the Call 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 call 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.

POSITION DESCRIPTION

Position Title: Assistant Call Centre Manager
Position Code: 49020
Career Level: 4

Responsible for

Assisting in managing Call Centre teams to ensure efficient service to customers and advisers via telephone and correspondence inquiries.

Reports To

Call Centre Manager.

Supervises

Call Centre Team Leaders and Call Centre Officers.

Main Activities

- Assisting in the daily operation of the call 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.
- 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

Call Centre Manager, Senior Management.

External Contacts

Clients.

Typical Experience

5+ years industry experience.

JOB SECTION: INBOUND

50005

[Call Centre Team Leader - Inbound](#)

POSITION DESCRIPTION

Position Title: Call Centre Team Leader - Inbound
Position Code: 50005
Career 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.

Reports To

Call Centre Manager.

Supervises

Call Centre Officers/Agents, Customer Service Representatives.

Main Activities

- Ensuring appropriate responses to all customer and Agents 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.
- 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.

JOB SECTION: OUTBOUND

51005 [Call Centre Team Leader - Outbound](#)

51010 [Call Centre Officer - Outbound](#)

51015 [Telephone Account Manager](#)

51020 [Campaign Specialist](#)

51025 [Sales Administrator/Coordinator/ Internal Sales Representative](#)

POSITION DESCRIPTION

Position Title: Call Centre Team Leader - Outbound
Position Code: 51005
Career 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.

Reports To

Call Centre Manager.

Supervises

Call Centre Officers/Agents, Customer Service Representatives.

Main Activities

- Ensuring appropriate responses to all customer and Agents 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.
- 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.

POSITION DESCRIPTION

Position Title: Call Centre Officer - Outbound
Position Code: 51010
Career 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.

Reports To

Call Centre Team Leader.

Supervises

No supervisory responsibilities.

Main Activities

- Conducting outbound calls to 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 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.

POSITION DESCRIPTION

Position Title: Telephone Account Manager
Position Code: 51015
Career Level: 2

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

Reports To
Team Manager, Telephone Account Manager.

Supervises
No supervisory responsibilities.

Main Activities

- Maintaining telephone contact with key customers in order to build strong, trusting relationships.
- Selling products/services over the telephone by making outbound telephone calls to 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 calls 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 calls 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.

POSITION DESCRIPTION

Position Title: Campaign Specialist
Position Code: 51020
Career 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.

Reports 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 achiev
- 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.

POSITION DESCRIPTION

Position Title: Sales Administrator/Coordinator/Internal Sales Representative
Position Code: 51025
Career 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

Reports 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, Accounts and Credit Control staff, Warehouse and Distribution staff.

External Contacts

Customers, Agents and Dealers.

Typical Experience

Typically 2+ years of experience.

JOB SECTION: PREMIUM/HIGH VALUE

52005 [Call Centre Team Leader - Premium/High Value Customers](#)

52010 [Senior Call Centre Officer - Premium/High Value Customers](#)

POSITION DESCRIPTION

Position Title: Call Centre Team Leader - Premium/High Value Customers
Position Code: 52005
Career Level: 3

Responsible for

Managing a team of specialist Call 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.

Reports To

Call Centre Manager.

Supervises

Call Centre Officers/Agents, Customer Service Representatives.

Main Activities

- Ensuring appropriate responses to all customer and Agents 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.
- 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.

POSITION DESCRIPTION

Position Title: Senior Call Centre Officer - Premium/High Value Customers
Position Code: 52010
Career 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 Call Centre Officers.

Reports To

Call 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.
- 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 Call Centre Officers 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.

JOB SECTION: CREDIT & COLLECTIONS

53005 [Credit / Collections Manager](#)

53010 [Credit / Collections Team Leader](#)

53015 [Credit / Collections Officer](#)

POSITION DESCRIPTION

Position Title: Credit / Collections Manager
Position Code: 53005
Career 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.

Reports To

Financial Controller, Customer Operations Manager.

Supervises

Credit Control Officers, 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 adverse 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

7+ years of relevant experience usually 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: 53010
Career 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.

Reports To

Credit/Collections Manager.

Supervises

Credit Control Officers, 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 adverse 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, Customer 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.

POSITION DESCRIPTION

Position Title: Credit / Collections Officer
Position Code: 53015
Career Level: 2

Responsible for

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

Reports 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.
- 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 telephone and letter.
- 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 implement 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 communications skills.
- Strong negotiation skills.

Internal Contacts

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

External Contacts

Major debtors, Debt Collection Agencies.

Typical Experience

12+ months experience, coupled with a recognised qualification - diploma or certificate.

JOB SECTION: WORKFORCE MANAGEMENT

54005 [Resource Planning Manager](#)

54010 [Queue Manager](#)

54020 [Workforce Planner](#)

POSITION DESCRIPTION

Position Title: Resource Planning Manager
Position Code: 54005
Career Level: 5

Responsible for

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

Reports 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 call centre performance.
- Assess impacts of business activity (e.g. Sales and Marketing launches) that may have direct impact on the call 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 call 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 call 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.

POSITION DESCRIPTION

Position Title: Queue Manager
Position Code: 54010
Career Level: 4

Responsible for
Ownership of reporting and monitoring of queue management.

Reports 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 call centre management regarding queue management and performance.
- Update and maintain IVR prompts to effectively manage call volumes and traffic.
- Provide regular and/or ad hoc reporting to call 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 call 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

Call 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.

POSITION DESCRIPTION

Position Title: Workforce Planner
Position Code: 54020
Career Level: 2

Responsible for

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

Reports To

Workforce 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-phone 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 Call Centre Officers within pre-determined timeframes.

Key Skills

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

Internal Contacts

Call Centre Officers, Workforce team members, Sales and Marketing teams.

External Contacts

Typical Experience

2-3 years experience in a call centre environment.

JOB SECTION: TECHNICAL SUPPORT

55005 [Technical Support Team Leader](#)

55010 [Solutions Support Analyst](#)

55015 [Solutions Support Specialist](#)

POSITION DESCRIPTION

Position Title: Technical Support Team Leader
Position Code: 55005
Career 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.

Reports 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.

POSITION DESCRIPTION

Position Title: Solutions Support Analyst
Position Code: 55010
Career 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.

Reports 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.

POSITION DESCRIPTION

Position Title: Solutions Support Specialist
Position Code: 55015
Career 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.

Reports 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.

JOB SECTION: SUPPORT/ADMINISTRATION

56005 [Call Centre Trainer](#)

56010 [Customer Operations - Support Services \(Level 1\)](#)

56015 [Customer Operations - Support Services \(Level 2\)](#)

POSITION DESCRIPTION

Position Title: Call Centre Trainer
Position Code: 56005
Career Level: 2

Responsible for

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

Reports To

Call 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 Call Centre Officer/Customer Service Representative.

POSITION DESCRIPTION

Position Title: Customer Operations - Support Services (Level 1)
Position Code: 56010
Career Level: 1

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

Reports To
Team Leader, Customer 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
Customer 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 call centre environment.

POSITION DESCRIPTION

Position Title: Customer Operations - Support Services (Level 2)
Position Code: 56015
Career Level: 2

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

Reports To
Team Leader, Customer 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.
- Troubleshoot 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 calls.
- 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
Customer 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 call centre environment - prior experience in Level 1 Support Specialist role preferred.
