

# POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Customer Experience Advisor
<b>LOCATION:</b>	Southport
<b>REPORTING TO:</b>	National Contact Centre Manager
<b>DEPARTMENT:</b>	Customer Experience, Marketing and Digital Products

## PURPOSE STATEMENT

A customer experience advisor, or CEA, will identify and meet customer needs. These needs include those that are stated or unstated by the customer. For example, a customer may benefit considerably from services that he or she knows nothing about. CEAs therefore need to be knowledgeable about all BUSY and ON-Q services and how they meet customer needs. This knowledge needs to be complemented by the listening skills needed to quickly and accurately diagnose requirements, suggest solutions and provide resolution. CEAs also resolve any emerging problems that our clients might face with accuracy and efficiency. The best CEAs are genuinely excited to help customers.

They're patient, empathetic, and passionately communicative. They love to listen. Customer experience advisors can put themselves in their customers' shoes and advocate for them when necessary. Problem-solving also comes naturally to our team of customer experience advisors. They are confident at troubleshooting and investigate if they don't have enough information to resolve the problem.

The target is to ensure excellent service standards and maintain high customer satisfaction.

## OUR VISION

To improve social equity through having more people in jobs, more people learning new skills, and more communities exposed to positive change.

## OUR MISSION

- To promote training, employment and workforce planning solutions to employed, under-employed and at risk members of our Communities, with particular emphasis on youth.
- To provide bridging assistance where government and community resources are lacking.
- To assist new and existing businesses to grow and prosper through effective workforce planning.
- To create and maintain partnerships with other providers, industry groups and governmental agencies

## OUR VALUES

- **Inclusive:** People of all communities coming together as one team for common goals
- **Excellence:** We always strive to exceed
- **Resilience:** Equipped to meet challenges and exceed
- **Integrity:** We act with honesty and sincerity
- **Innovation:** Embracing new ideas and technology to stay ahead of change

## REPORTING

This position reports to the National Contact Centre Manager

## PRIMARY DUTIES

- This role is to assist all stakeholders including apprentices, trainees, employers and job seekers with general enquiries about the range of services that BUSY At Work and ON-Q can offer.
- Manage large amounts of incoming enquiries across telephony and digital platforms
- Undertake outbound contacts as required
- Identify and assess customers' needs to achieve satisfaction
- Meet customer needs by generating sales leads across all BUSY services. Refer enquiries to appropriate parts of the organisation as appropriate
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers
- Manage own workload ensuring that KPI's are met and timeframes are strictly adhered to;
- Participate as a member of an extended service team in line with organizational values;
- Other tasks as required assigned by the Team Leader / Senior Marketing Manager

## KNOWLEDGE, SKILLS & EXPERIENCE

- Proven customer support experience or experience as a client service representative
- Track record of over-achieving quota
- Strong phone contact handling and active listening skills
- Familiarity with CRM systems and practices
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills including ability to respond effectively in writing
- Ability to multi-task, prioritise, and manage time effectively
- Demonstrated administration and customer service skills in order to create, maintain and enhance customer relationships;
- High attention to detail, ensuring accurate inputting of information and data processing;
- Demonstrated ability to interpret and apply administrative procedures and processes;
- Demonstrated high-level computer skills in particular the use of the Microsoft suite programs;
- Ability to operate in a highly ethical manner in accordance with Australian and State Government contractual requirements, client expectations of high standards and BUSY's high quality and performance oriented culture;
- Previous experience in an Australian Apprenticeship Centre or Employment Services environment would be highly regarded.

## KEY DIMENSIONS

### WORKING RELATIONSHIPS

- Employers
- Apprentices
- Job Seekers
- Other Stakeholders



**QUALIFICATIONS**

N/A

This Position Description is intended to describe the general content of and requirements for the performance of this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read and understood the duties and responsibilities required of me in this role.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_